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STANDARDS OF MAILABILITY OF THE INTRA-COMPANY CORRESPONDENCE
OF EIGHT LIFE INSURANCE OFFICES

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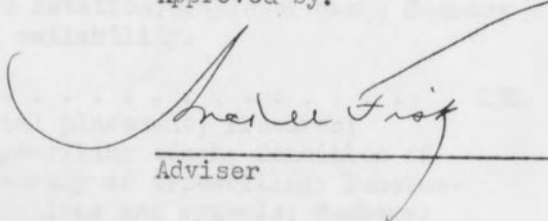
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A thesis submitted to the Faculty
of the University of North Carolina
in partial fulfillment of the require-
ments for the degree of Master of
Science in the Department of Business
Education

Greensboro

1944

Approved by:


Adviser

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CHAPTER I

THE PROBLEM

One of the most generally agreed upon objectives of vocational business education is that of preparing students to meet the demands of business. Awareness of this responsibility of vocational business education has been voiced frequently. Frederick G. Nichols of Harvard University has said:

No satisfactorily functioning business education can be given without taking into consideration the actual requirements of business. Assuming that business is to be conducted in complete harmony with social welfare and that training to this end must be given those who will manage business enterprises in the future, it must be accepted as a self-evident truth that requirements of business will have much to do with any decision as to what kinds and amounts of business education shall be given in a secondary school. Thus only can the best interests of trainee, employer, and society be served.¹

Wallace B. Bowman, author of Shorthand Dictation Studies, states:

Students trained for office work should be trained in office methods. The more nearly their school work approaches the requirements of the business office, the more easily the young applicants will fit into office situations.²

In the same vein, C. M. Ryan of the Vocational High School Division, Board of Education of the City of New York, says:

It is axiomatic that vocational-commercial education should be similar to vocational-industrial education in that it requires the student to measure up to the employment standards of business.³

¹Frederick G. Nichols, Commercial Education in the High School (New York: D. Appleton-Century Co., 1933), p. 355.

²Wallace B. Bowman, "Teaching of Transcription," National Business Education Quarterly, VIII (October, 1939), pp. 21-3.

³C. M. Ryan, "Vocationalizing Commercial Education," Commercial Education Association, Eighth Yearbook, pp. 54-8.

This objective seems to be accepted by shorthand and typewriting teachers. In the field of transcription, particularly, is this evident. One of the goals set for transcription students is the achievement of a standard taken from business practice: the ability to produce a mailable letter, one which the businessman signs and mails. That the mailable letter is frequently set as a requirement is attested to by the many references to it in textbooks used in secretarial-training classrooms and in articles appearing in business education journals.

R. J. Patterson of the East Commerce High School, Detroit, Michigan, says: "We should strive to drive home the idea that the end-all of shorthand is the mailable transcript."⁴

Louis Leslie, author of Gregg Shorthand, Functional Method and other texts, considers the ability to produce a mailable transcript as one of the requirements for the passing of a transcription course.⁵ Mr. Leslie writes: "From the vocational standpoint there can be but one standard for graduation, and that is the ability consistently to produce mailable letters."⁶

Eleanor Skimin, Editor of the Business Education Digest, reports practice in her transcription classes: "The standard is not a grade or a figure, but mailability."⁷

⁴R. J. Patterson, "Trends in Transcription," Journal of Business Education, XV (November, 1939), pp. 11-12.

⁵Louis Leslie, "Problems in Transcription," Business Education World, XVII (June, 1937), pp. 783-4.

⁶Louis Leslie, "Problems in Transcription--Why Is a Stenographer?" Business Education World, XVII (April, 1937), p. 628.

⁷Eleanor Skimin, "Our Transcription Class Teaches Employability," Business Education World, XXII (January, 1942), pp. 381-4.

Describing the work in the Lincoln School of Commerce, Lincoln, Nebraska, Letha P. Scott says: "In all our dictation classes, a letter must be mailable to receive credit."⁸

The University of Toledo measures the success of its students in terms of the number of mailable letters each student can transcribe in one period.⁹

The New York State Regents Examination responded to the growing emphasis on learning in terms of function or use by changing to the mailable letter requirement in the shorthand examinations.¹⁰

The mailable letter is the only acceptable letter at the Boston Clerical School.¹¹

Nellie Ogle of the State University of Ohio explains the standards used there:

Since much of the material dictated in an office is placed in the mails we call such transcripts mailable transcripts. The trend today is to demand this type of transcript and not the 95 per cent accurate transcript of bygone days on material that was dictated in rhythmic timed style.¹²

⁸Letha P. Scott, "Transcription Speed and Accuracy Development," Business Education Digest, IV (March, 1940), p. 116.

⁹Jane Church, "How I Teach Transcription," The Business Education World, XV (April, 1935), p. 660.

¹⁰D. Gold, "Contribution of Research to Achievement in Transcription," Commercial Education Association, Ninth Yearbook, pp. 29-34.

¹¹Rufus Stickney, "Aids and Methods in Beginning Transcription," Eastern Commercial Teachers' Association, The Improvement of Classroom Teaching in Business Education, Twelfth Yearbook (1939), pp. 304-5.

¹²Nellie Ogle, "What We Do To Prepare Our Pupils To Obtain and Retain Positions in Business through Training in Transcription," National Education Association Proceedings for 1940, p. 412.

Textbooks, as well, refer to the mailable letter as the desirable standard of achievement for stenographic students: Secretarial Office Practice holds that the prospective secretary must have a thorough knowledge of shorthand and typewriting and must be able to transcribe dictated material into well-arranged mailable letters.¹³

Louis Leslie in the Teacher's Handbook for Functional Method Dictation summarizes the standards of achievement for the shorthand student: "Briefly that standard is that the pupil must be able to produce a mailable transcript within a reasonable time."¹⁴

Similarly, it is stated in Teacher's Manual for Gregg Dictation and Transcription by Renshaw and Leslie: "Whatever plan (grading and testing) is used must be based on the mailable letter, if the plan is to have any value at all."¹⁵

In Gregg Typing instructions to the student are to "type and retype" every letter until it reaches the standard of mailability before you hand it in."¹⁶

Comprehensive Typewriting directs that certain letters "should be typed as many times as may be necessary for you to produce mailable copies."¹⁷

¹³F. W. Lose and others, Secretarial Office Practice, (Cincinnati: Southwestern Publishing Co., 1937) p. 1.

¹⁴Louis Leslie, Teacher's Handbook for Functional Method Dictation, (New York: Gregg Publishing Co., 1936) p. 43.

¹⁵Wallace W. Renshaw and Louis A. Leslie, Teacher's Manual for Gregg Dictation and Transcription, (New York: Gregg Publishing Co., 1937) p. 42.

¹⁶Rupert P. SoRelle and others, Gregg Typing, (New York: Gregg Publishing Co., 1941) p. 88.

¹⁷Genevieve A. Hayes and Iva Monk, Comprehensive Typewriting, (New York: Macmillan, 1941) p. 67.

It appears, then, that in keeping with the broadly stated objective of vocational business education to prepare students to meet the demands of business, the mailable letter is advocated as one of the requirements to be met by shorthand and typewriting students. For mailability to be one of the criteria by which the work of the student is judged, it would seem necessary to know what factors constitute mailability in business practice. It therefore seems important to ask

1. Whether the factors which constitute the businessman's standard for mailability are known, and
2. If such information is available, were the standards formulated from business practice?

Should information as to functioning standards of mailability of the businessman be lacking, the need for establishing such standards is obvious.

PURPOSE

Specifically, it is the purpose of this study

1. To ascertain whether there are known standards of mailability which reveal business practice.
2. To determine the standards of mailability for correspondence which has been mailed and received. The correspondence analyzed in this study consists of samplings of the intra-company correspondence of eight life insurance companies.

In this study, standards of mailability are considered only for the mechanical aspects of the letter which can be measured objectively such as, the placement of the letter on the paper, spelling, and erasures.

DEFINITIONS

A maillable letter is a letter which has been signed and mailed and actually received in the course of business.

A possible factor in mailability is an element of the letter which has been offered as a factor in mailability without evidence of business practice.

Consistency of practice as used in this study is the uniformity in position, style, relationships, or other aspects of the possible factors throughout a group of 100 letters. When there is not 100 per cent uniformity with respect to a possible factor, consistency of practice is not deemed to exist, but the tendency observed is indicated.

A factor in mailability is a possible factor for which consistency of practice has been found.

Standard of mailability is the body of factors, as defined above, found in the correspondence of a businessman.

Elite type is that size of type in which 12 strokes occupy a horizontal inch. An elite-spaced ruler is used for measuring horizontal strokes made with a machine having elite type.

Pica type is that size of type in which 10 strokes occupy a horizontal inch. A pica-spaced ruler is used for measuring horizontal strokes made with a machine having pica type.

10-pitch elite type is elite-sized type so arranged that 10 strokes occupy a horizontal inch. A pica-spaced ruler is used for measuring strokes made with a machine having 10-pitch elite type.

A vertical space is one-sixth of an inch, since in standard typewriters there are six vertical spaces to the inch.

The length of line in the body is the average number of horizontal spaces occupied by the lines of the body as measured by a type-spaced ruler.

Closing block as used in this study refers to such elements of the letter as the complimentary close, firm name, typewritten signature, and title when those which appear below the body of a letter all begin the same number of horizontal spaces from the left edge of the paper.

Modified block style is the arrangement of the parts of the letter so that the inside address and the lines of the body are aligned at the left margin, and the date and closing block are indented from the left margin.

Semi-block style is the arrangement of the parts of the letter so that the inside address is aligned with the left margin, the first line of each paragraph in the body is indented, and the date and closing block are indented from the left margin.

Open punctuation is that style in which no punctuation is used except within a line or in the body of the letter.

Mixed punctuation is that style in which punctuation follows the salutation and the complimentary close and is used within a line and in the body of the letter, but not after the lines of the inside address, the typewritten signature and title.

Close punctuation is that style in which punctuation follows every line of the parts of the letter outside of the body, as well as it is used within a line and within the body of the letter.

Length of letter refers to the classifications, short, medium, long and very long, which are based on the number of strokes or words in the

in the letter. These classifications, which are the same as those used in a study by Haynes and Whitmore,¹⁸ are as follows:

Length of Letter	Number of Strokes	Number of Words
Short	0-499	1-99
Medium	500-999	100-199
Long	1000-1499	200-299
Very Long	1500-8999	300-1799

RELATED STUDIES

This problem was dealt with as a phase of the study by Tilly S. Dickinson, "A Comparison of Standards of Mailability as Enforced by Schools and Business Offices." Questions were asked of nine high schools and six business schools to ascertain the bases for grading letters and the standards used in determining mailability. An inquiry consisting of a questionnaire accompanying ten sample letters was submitted to nine businessmen. The businessmen were asked to comment on the mailability of the sample letters. Each of the samples submitted contained an error about which business teachers are doubtful when considering the mailability of a letter.¹⁹

Sister Mary Esther Malone, in "A Study of Transcription Errors of

¹⁸Benjamin R. Haynes and Irol Whitmore, "Mechanics of Business Letter Writing," University of Tennessee, School of Business Administration, Bureau of Research, Study No. 12 (April, 1942) Knoxville, Tennessee.

¹⁹Tilly S. Dickinson, "A Comparison of Standards of Mailability as Enforced by Schools and Business Offices" (Boston University, 1936.)

Students in Twelve Catholic Schools," took up the problem of determining the businessman's criteria for the mailable letter, as well as the number and kinds of errors made on student transcriptions.

A questionnaire was used as the basis for interviews with 100 businessmen, representative of the firms employing the graduates of the schools involved in the study. It was found that businessmen have certain criteria by which they judge the mailability or nonmailability of the business letter: All words in the letter are correctly spelled and, when necessary, correctly hyphenated; the letter is free from typographical errors such as minor omissions, transpositions, and noticeable erasures; but generally the letter may contain a slight error if it is otherwise acceptable.

The student's work was then analyzed and classified according to the criteria of the businessmen as mailable, useable with corrections, and nonmailable.²⁰

Another study on "Transcription Standards in Business Correspondence" by S. J. Wanous is related to this subject. The purpose of the study was to establish technique standards and rate or production standards in letter transcriptions. The establishing of standards of mailability is excluded from the scope and the standards set up by Malone are accepted by Wanous.²¹

Haynes and Whitmore made use of actual business correspondence in their study, "Mechanics of Business Letter Writing," in order "to point out the

²⁰Sister Mary Esther Malone, "A Study of Transcription Errors of Students in Twelve Catholic Schools," (Unpublished master's thesis, University of Pittsburgh, 1933.)

²¹S. J. Wanous, "Transcription Standards in Business Correspondence," (Unpublished doctor's dissertation, University of Pittsburgh, 1940.)

pitfalls which writers should make a conscious effort to avoid." Different types of organizations were solicited for letters and a total of 2,718 incoming letters were taken from the general files of these firms. Authorities in the field of letter writing were consulted to discover the essential elements in the mechanics of a letter, and the generally accepted views were summarized and used as the bases for an analysis form for the recording of the important facts about the letters. Only the factors involved in the physical makeup of the mechanics of the letter were considered. It was found that mailed business letters do not, for the most part, approach the standards for letters that are considered ideally proportioned.²²

PROCEDURE AND MATERIALS

As suggested by the several approaches used in the above studies, there are a number of possible methods that can be used in a study of standards of mailability for business correspondence:

1. A survey of standards already in existence. A search for standards of mailability which reveal business practice was made as a preliminary to the present study and the results are presented in Chapter II. No such standards were found.

2. Statements from businessmen as to their standards for mailability. Malone used this method. The purpose of the present study is to determine standards of mailability as they actually function in business. Although statements from businessmen furnish a picture of what they wish their standards to be or what they believe their standards are, the standards thus ascertained may not reflect the standards actually used in business.

²²Op. cit.

3. Statements from stenographers as to the standards of their employers as determined by the types of errors required to be corrected. This method suffers from the same shortcoming of not necessarily evidencing the standards that are actually functioning.

4. Statements as to the mailability of specimen letters submitted to businessmen. This technique was used by Dickinson. It also has the weakness of uncertainty that businessmen can or will follow in actual practice judgments made in artificial situations.

5. Analysis of carbon copies of mailed letters. The carbon copy of a letter may not accurately reflect the standards of the original letter that has been mailed. For example, an error may have been erased and corrected or additions or amendments written in by the signer on the outgoing letter, but not on the carbon copy.

6. An analysis of letters that have been mailed and received. The fact that a letter has been mailed and received indicates that the signer regarded the letter as mailable and, for his purposes at the moment, it met his standard for mailability. It is recognized that a standard of mailability may be found not only because the signer rejected an inconsistency with respect to a possible factor, but also because such an inconsistency never appeared in a letter presented to him for signing. This method does not provide for establishing whether an inconsistency would have affected his willingness to sign and mail the letter; yet, it seemed to be the most practicable means of fulfilling the purpose of this study. This method was therefore selected.

After this approach to the problem was chosen, Professor R. R. Aurner of the University of Wisconsin wrote of it in response to an inquiry:

The one absolutely objective method for approaching the problem is to examine comprehensive samplings of correspondence that has been mailed and received. In other words, the only standard that has any validity is the standard which is observed as a result of the overt acts which may be statistically measured."

In choosing the correspondence to be examined, there were two alternatives:

1. A sampling of the products of many different letter writers from many different types of organizations: that is, an extensive method. Such a technique was used by Haynes and Whitmore. Standards of mailability, however, vary with individuals, with concerns, with situations. The use of a very small sample of letters from many offices may not justify conclusions about the standards of those offices.

2. An analysis of a sufficiently large number of letters of a single type from each of a number of offices in one industry would be more likely to justify conclusions about the standards of mailability for that correspondence. Therefore, this intensive method was chosen.

The correspondence used in this study consists of groups of 100 letters mailed from each of eight life insurance offices. In each group the letters are signed by one person and addressed to one person, but in almost every group the letters were typewritten by more than one stenographer. All of the letters were typewritten, mailed, and received in the years 1940 and 1941, and the 100 letters represent nearly the entire file of correspondence from each of the offices for these years.

The letters in Groups A and B were mailed from the largest and second largest branches to the home office of the life insurance company which ranks second in size in the State; sixth in the South Atlantic States; and sixty-eighth in the Country. This firm gives no formal correspondence supervision or training.

The letters in Groups C and D were mailed from the second and fifth largest branches to the home office of a life insurance company which ranks first in size in the State: first in size in the South; and which ranks thirtieth in size among the 325 ordinary life insurance companies in the Country. A mimeographed correspondence manual, giving instructions and suggestions for letter writing to stenographers, is published by this Company.

The letters in Groups E and F were mailed from the second and fifth largest branches to the home office of a life insurance company which ranks fifth in size in the State; twentieth in size in the South and 142nd among the ordinary life insurance companies in the Country. This firm gives no formal correspondence supervision or training.

The letters in Groups G and H were mailed from the home office of one of the largest life insurance companies in the Country to a branch office and from this branch office to one of its agents. This branch office ranks fifteenth in size among the sixty branches in the Company. It was possible to obtain the letters in Group H from the branch office because the letters were returned by their recipient with replies written on the lower margin and back of the stationery. This Company gives no formal correspondence supervision or training.

Specifically, the procedure involves the following steps:

1. A search for standards of mailability, revealing business practice, which have already been established was made.

- (a) Examination of articles, textbooks, courses of study, correspondence manuals of business firms, theses.
- (b) Statements from organizations whose activities indicate an interest in correspondence problems: For example, American Business Writing Association and Life Office

Management Association.

- (c) Statements from business firms which are known to have correspondence training programs.

2. Since no generally-accepted standards of mailability which reveal business practice could be found, a list of possible factors involved in standards of mailability was compiled from the sources named above.

3. These possible factors were classified and those relating to the mechanical aspects of the letter were incorporated in a check sheet for analysis of the correspondence. (See Appendix)

4. Each of the 800 letters was analyzed by use of the check sheet and the information was recorded on an individual analysis sheet.

5. The data thus obtained were tabulated for each set of 100 letters.

6. The findings were examined for consistencies of practice with respect to each of the possible factors.

7. From the factors established, conclusions were formulated concerning standards of mailability.

The findings of the investigation of already existing standards of mailability which reveal business practice are presented in Chapter II.

CHAPTER II

STATEMENTS ON THE EXISTENCE OF STANDARDS OF MAILABILITY

In connection with the search for standards of mailability which reveal actual business practice, articles, textbooks, courses of study, correspondence manuals of business firms, and theses were examined. Since no such standards could be found, letters of inquiry were sent to numerous organizations, individuals, and business firms whose activities have indicated an interest in correspondence problems.

None of the replies give positive information about standards of mailability which reveal actual business practice; some give arbitrary definitions of a standard of mailability; a number, particularly from business firms, describe the requirements set for their letters.

Because of their relevancy to the problem, excerpts from these replies with the source quoted are presented in this chapter.

LIFE OFFICE MANAGEMENT ASSOCIATION, L. R. Woodard, Associate Secretary:

This Association has never made such a study or attempted to set up such criteria.

NATIONAL OFFICE MANAGEMENT ASSOCIATION, E. H. Conarro, Chairman, Research Committee:

So far as my personal knowledge and experience goes, I have not seen any such set of standards that has been generally accepted. . . .

Certainly we have no such standards here in our own company (Metropolitan Life Insurance Company).

NATIONAL OFFICE MANAGEMENT ASSOCIATION, W. H. Hansen, Chairman, National Educational Committee:

In the first place, strictly speaking, a business letter should be perfect in order to be mailable. In other words, if it is not right, it is wrong. Normally, business would not insist on a letter being rewritten if it could be corrected by not more than two erasures and if these erasures could be made neatly. A letter is definitely not mailable if there are any errors which have not been neatly corrected. This ruling applies to correspondence between any Company and the outside world but it does not apply as strictly in connection with interdepartmental and memos.

AMERICAN BUSINESS WRITING ASSOCIATION, C. R. Anderson, Secretary:

I am afraid I do not have any concrete suggestions about where you can get material concerning the "mailable letter."

NATIONAL CLERICAL ABILITY TESTS, H. E. Cowan, Secretary:

The NCAT in determining what constitutes a mailable letter depends upon the consensus of a group of office managers who sat in as members of the joint committee when it was larger. At first we had about eighteen members because then we were making policy and felt that many minds were better than fewer.

To be mailable, a letter must be free from

spots, such as blots, or obvious erasures, strikeovers, incorrect wording that changes the sense of the dictation.

A large number of erasures should not disqualify a transcript, as long as they are not noticeable - however, a clerk who makes a large number of erasures thereby disqualifies himself by having to use up too much time; the business office would not retain him, and in a test, time penalty would eliminate him from the group of satisfactory testees.

Incorrect punctuation or spelling should not disqualify a paper if the error is correctible; in such cases we have allowed a margin of two letters, that is, if the incorrect word is not more than two letters shorter or longer than the correct one, the error can be corrected with a little using of the back spacer, and different words than were dictated, but which do not change the meaning, are acceptable. It is quite clear that if a stenographer frequently transcribed words different from what were dictated, the chances are that most of the changes would interfere with the sense, and therefore disqualify the letter.

TRANSCRIPTION SUPERVISORS' ASSOCIATION OF NEW YORK, Florence E. Ulrich,
Chairman, Education Committee:

It is the kind of error or the appearance of a letter that determines its usability. A letter that is sloppy in appearance is promptly returned for a rewrite; and if a stenographer persists in the practice of turning in messy letters, she is not retained on the staff. A meticulous employer may insist upon a letter's being perfect before he will allow it to be mailed; on the other hand, if the letter is correctable, some employers will permit it to go out. If a punctuation error can be corrected and the letter still is satisfactory in appearance, it probably will be mailed. The quality of a stenographer's work depends upon the type of office she is in and upon the meticulousness of the employer. A firm realizes that letters are its personal envoys and that those letters should be well constructed and as carefully executed as possible.

U. S. OFFICE OF EDUCATION, Earl P. Strong, Special Agent, Research in
Business Education:

I have done some research on the topic mentioned in your letter and have been unable to find studies that would be of definite help to you.

ASSOCIATION OF CONSULTING MANAGEMENT ENGINEERS, INC., N. W. Barnes,
Executive Secretary:

The subject you have chosen for graduate research is indeed an interesting one, but one on which I fear you will find little published material.

GREGG PUBLISHING COMPANY, R. E. Slaughter, Assistant Manager, New York
Office:

I do not know offhand of any research studies which have been made dealing with criteria on which the mailability of actual business letters is ordinarily based.

R. R. AURNER, Professor of Business Administration, University of Wisconsin,
and President, Aurner and Associates, Business Consultants:

There are, as far as I know, no standardized criteria for mailability of business letters. You put it succinctly when you point out the dearth of evidence about what is actually done in business. . . .

At the moment I know of no research study on this subject or on any closely related subject, although I have often discussed this very problem with many business executives in my work as a business consultant.

AMERICAN ROLLING MILL COMPANY, H. V. Mercer, Advertising Division:

We have no written standards as to what constitutes a mailable letter.¹

AMERICAN TELEPHONE AND TELEGRAPH COMPANY, Donald S. Bridgman, Office of the Assistant Vice President:

This company has no written standards with regard to acceptable correspondence, but its general practice is to permit no letter to go out with any apparent error. If a correction in a letter is necessary which cannot be made without marring its appearance, the letter is rewritten. This standard of course, does not obviate minor erasures and corrections.²

ATLANTIC REFINING COMPANY, W. W. Dormon, Assistant Director, Industrial Relations Department:

We have not set up standards of mailability of the type you mention. We do not make a practice of sending out letters containing typographical errors, arrangement defects, etc.

BARRON'S, George E. Shea, Jr., Editor:

Answering your letter of July 15, Barron's has no strict set of rules upon which to decide whether a letter is well enough typed to be mailed. My own rather rough requirements are that it must be clean, that it must present a decent appearance and that its meaning must be clear to the recipient.

CATERPILLAR TRACTOR COMPANY, G. M. Walker, Advertising Manager:

Our Company does, you may be assured, take a very keen interest in having the letters that go out from our offices reasonably

¹This Company published Let's Write Good Letters by Sherman Perry in 1942. This is a manual for stenographers, as well as a guide book for executives, so that the content of their letters will best convey the policies of ARMCO to the public.

²The various departments of this Company issue typing specifications.

well written both from the standpoint of their contents and that of their physical appearance. We have tried to do something along educational lines in this connection by preparing and distributing a booklet entitled "Better Letters," of which we are sending you a copy.

You will observe, however, that this booklet concerns itself almost entirely with the things that are said in the letter and almost not at all with such details as erasures, punctuation, typographical errors and arrangement. The latter we assume a stenographer will have learned in grammar school, high school, and business college, and if she hasn't learned them by the time she offers her services to an employer, we can hardly undertake to give her those fundamentals.

COMMONWEALTH EDISON COMPANY, J. F. Rice, Correspondence Advisor:

The pamphlet known as "Proper Practice" gives our standard letter set-ups and other information for the guidance of correspondents and stenographers. . .

Very little can be said about the question of what may be tolerated in erroneous form, inaccurate punctuation and other defects. Much will depend on the business organization, and a great deal will depend on the individual who writes or signs letters. An organization with standard practices aims to have only letters of good appearance, but it is almost impossible to make sure that undesirable letters will never be issued. About all that can be said in response to your question on defects is that a writer in an office which wants standards observed is not supposed to accept for mailing any letter that does not follow the standards.

CONSOLIDATED EDISON COMPANY OF NEW YORK, INC., Edward J. O'Neill, Assistant Secretary:

Sorry - we do not have a printed standard pertaining to the "mailability" of our correspondence. However, the supervisors in our central stenographic bureau have been instructed along certain lines and it is understood that they pass this same information on to all typists and stenographers under their supervision and particularly, new employees.

Our correspondence with outside vendors and our customers is never considered mailable if it contains an error in spelling or punctuation or an apparent erasure. However, our inter-company correspondence may contain a correction in pen and ink.

CONTINENTAL OIL COMPANY, E. W. Morgan, Supervisor, Personnel Division:

The checking staff and the assistant supervisor, who reads all letters written in the (stenographic) department with the assistance of the ediphone clerk, have the duty of seeing that our standards are maintained.

The assistant supervisor and the ediphone clerk also have the responsibility of training all letter writers in setup, punctuation, syllabication, spelling, and terminology. We have a standard setup, a copy of which is attached. This sheet is passed under every letter written in the department to see that it conforms. Carbon copies are checked for smudging, strikeovers, and poor erasures.

CRANE COMPANY, J. L. Holloway, Vice President:

We do not have any written regulations covering the appearance of a letter as to erasures, typographical errors and the like, these matters being left to the judgment of the person signing the letter.

DARTNELL CORPORATION, Leslie Lewis, Editor of Dartnell Services:

Perhaps the most succinct answer that I can give to your specific question of standards. . . is our Correspondence Manual. In this we have attempted to codify what we believe to be minimum standards for acceptable business correspondence.

EASTMAN KODAK COMPANY, D. H. Fulton, Office Manager:

Just how many typographical errors or arrangement defects a letter may have and still be signed by the dictator, is more or less up to the dictator himself. While Kodak has certain standards, they are not necessarily applied uniformly by all letter writers. Too, some stenographers can do a better job than others in erasures and corrections.

GATES RUBBER COMPANY, Virginia Young, Correspondence Supervisor:

In our central transcribing department we have a supervisor who helps the stenographers settle any problems of punctuation, grammar, etc., and we also have a proof reader who checks the completed letters for such flaws. Letters which are not acceptable are handed back to be rewritten.

. . . We do not, of course, permit strike-overs, or erasures which are not neat. An erasure, properly done, can scarcely be detected, and such erasures we permit. We do not allow misspelled words or typographical errors of any kind to leave the department. Sometimes, if we are very busy, we will pass a letter which is not set exactly right on the page--a little too high or too low, or a trifle uneven at one margin. If we are not in a great rush we will even retype such a letter as that.

We do not like uneven typing, but encourage stenographers to improve their touch and overcome this deficiency. Perhaps we will pass a few letters which are typed with an uneven touch, in order not to discourage a new girl too seriously, but we do not shut our eyes to such flaws and allow them to continue to exist.

A good many firms allow slovenly typing, and say nothing about a capital letter sitting half a space above the rest of the words, but we can see no excuse for such carelessness and do not accept it.

GENERAL ELECTRIC COMPANY, D. R. White, Assistant Manager, Office Service Division:

Although we have not gone on record with a definite set of rules in regard to the quality of our correspondence, we do require that our letters reflect good judgment in style and set-up, accuracy in typing, punctuation, spelling, etc.

Our correspondence is divided into two main classifications; external correspondence - to all outside companies; and internal correspondence, which consists of communications to any General Electric division, decentralized department or affiliated company. We do not require that our internal letters be done with the meticulous attention given our external letters. Nevertheless, the quality of these must also be above average.

GENERAL MOTORS CORPORATION, Seyburn L. Agnew, Department of Public Relations:

With reference to your recent letter requesting information on standards of mailability of business letters, we have made an exhausted search and find none of our departments publish any such material.

B. F. GOODRICH COMPANY, C. V. Molesworth, Director - Salary Personnel and General Service:

The B. F. Goodrich Company has always considered that a well written and attractive business letter is just as much a part of our selling organization as any of our sales representatives. We, therefore, do not tolerate untidy work on the part of our stenographers and secretaries.

HAMILTON BEACH COMPANY, T. B. Myers, General Manager:

In reply to your communication, you are respectfully advised that all business correspondence from this office is supposed to be correct as regards grammar, spelling, and punctuation. However, we are human, and in our correspondence do make errors. In event an error is noticed before mailing, it is corrected.

HOUSEHOLD FINANCE COMPANY, E. F. Wonderlic, Director of Personnel:

Our principal aim is to get them (our stenographers and managers) to pay attention to the thoughts expressed in the letter - and not dwell so much on the mechanical details. While it is true that we would like to have letters go out without erasures and be grammatically correct, etc., nevertheless many times letters do go out which we are not proud of. From a mechanical standpoint, I am not sure that in our organization we do have a minimum grade of acceptance.

JEWEL TEA COMPANY, INC., C. L. Stivers, Office Manager:

Certain standards have been set for our typists and stenographers in the revision of our correspondence manual as well as in the old manual. These are standards, however, and only some girls come up to them. We have found that adherence to these standards depends to a large extent on what the man who signs the letter expects.

Generally we can say that letters are not considered mailable if there are typographical errors or if the sense of a dictated sentence is misconstrued. The men return these for correction or retyping if the girl does not catch the errors. The supervisor of the typing section spot-checks outgoing mail to see if any man is making corrections in ink on typed letters. She then talks with these men so they will understand that the girls are glad to retype any copy to avoid a marked letter's going out of the office.

Erasures are permitted on letters to be mailed. Here again the neatness of an erasure depends on the man who signs the letter: he may demand that he not be able to detect an erasure or he may be less particular.

Inconsistency in punctuation is one of those things, together with grammatical errors, on which we are constantly working. The typists are expected to catch the more obvious ones, and the secretaries are expected to watch the finer points of grammar and punctuation. . . .

To me, a mailable letter must:

1. Be typed evenly, with the letters of equal blackness.
2. Have lines straight on the page.
3. Have typographical errors corrected.
4. Have no apparent erasures.
5. Have perfect spelling.
6. Have grammar and punctuation as perfect as possible.
7. Be well arranged on the page.

If these things are not done, I ask that the letter be retyped.

LINCOLN TELEPHONE AND TELEGRAPH COMPANY, J. H. Agee, Vice President and General Manager:

We are thorough believers in the use of good English and correct form in the composition of a letter.³

MCGRAW-HILL BOOK COMPANY, INC., Alfred C. Horsch, College Department:

I am sorry to say that we cannot supply you with definite criteria for judging mailability of business correspondence, since no standards of this type have been set up by this organization.

MONTGOMERY WARD, F. H. Roy, Correspondence Supervisor:

We have our own letter writing course of instruction which is applicable only to the mail order business. In each mail order house, we have a local supervisor and instructor who conducts classes for new correspondents and retrains the old ones. These instructors also review the mail of each correspondent monthly, filling out a rating sheet after the review.

³This Company published "Better Business English" in 1925. This is a pamphlet to help their employees write better business letters.

NATIONAL BROADCASTING COMPANY, INC., A. L. Barnard, Information Division:

The mailability of letters written here at the National Broadcasting Company imposes a twin responsibility upon those who write them. The dictator is responsible for the sense of the letter and its punctuation, while the transcriber is judged upon her ability to produce a neat, well spaced letter, free of obvious erasures. A standard set-up is used for all letters; its principles are embodied in this one we are writing you. . . . The real criterion of a letter, from the transcriber's point of view, is neatness.

NATIONAL CASH REGISTER COMPANY, L. M. Guelich, Office Supervisor:

When writing business letters, we require certain standards to be upheld, which standards do not permit of erasures and typographical errors, but will allow for punctuation inconsistencies and some arrangement defects in the matter dictated, because there is so much lack of perfection in those who dictate letters; in other words, while we strive for high standards, we can not attain perfection.⁴

OHIO BRASS COMPANY, B. F. McLean, Office Manager:

We endeavor to impress upon the new employee that the character of a letter represents the character of a business institution and as we maintain a high standard of products to sell, we must necessarily maintain a high standard of correspondence. They are instructed as to uniformity of touch, proper alignment and to never type one letter or figure over another. In the case of an error, an erasure should be made carefully so as to not rough up the stationery and the correct letter or figure inserted with the same uniformity of touch, to conform to the appearance of the balance of the letter; in other words, to avoid having any of the writing stand out that give a messy appearance.

PENNSYLVANIA RAILROAD, H. T. Frushour, General Manager:

I very much regret we do not have available anything of the nature referred to by you.

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This Company published a letter writing manual for correspondents, stenographers, and phonograph transcribers.

PEOPLES GAS, LIGHT, AND COKE COMPANY, J. M. Herrmann, Superintendent,
Personnel Department:

We are sorry we cannot assist you in your study, but our Company has no written standards on this subject. It has been our experience, however, to judge the mailability of a letter by its appearance after it has been proofread and corrected if necessary. The letter should be centered and neat appearing. There is no restriction on the number of erasures, as long as they are done neatly.

ROYAL TYPEWRITER COMPANY, INC., Stella Willins, School Department:

In our organization letter set-ups may differ somewhat according to the requirements of the various department heads. We have found that it is not feasible to set up a standard plan of acceptance or rejection of mail, since it is sometimes impractical to insist on specified standards during an unusually busy period.

Regardless of the skill and accuracy of the typist, errors will occur, and erasures become necessary. However, we make neatness a prime requisite at all times.

SOUTHERN PACIFIC COMPANY, P. J. Kendall, General Auditor:

We have issued no specific instructions defining the exact requirements for preparation of letters. Each department handles their correspondence as best suited to that department, however, an effort is made to have all letters neat in appearance, grammatically correct, free from typographical and punctuation errors and noticeable erasures.

SWIFT AND COMPANY, E. H. Wagner, Employment and Personnel Division:

We have no definite written standards by which mailability of our correspondence is judged. The dictator in each case decides what he will or will not accept. . . . Typographical errors are never knowingly permitted to go out; arrangement defects would depend on the particular nature of them as to whether they would be tolerated; punctuation in many cases is a matter of personal judgment depending upon the authority that one uses.

UNITED STATES GYPSUM COMPANY, Helen I. Graham, Editor, USG Service News:

At regular intervals I check carbon copies of correspondence . . . A poorly written letter is rewritten and sent back to the correspondent, but for the most part errors in grammar, unnecessary words and phrases are red-penciled and returned for the writer's attention.

THOMAS A. EDISON, INC., Katherine M. Finan, Assistant to Vice President:

I believe you will find that the average businessman may allow two errors to a letter:

- (a) A clean erasure
- (b) A mistake in punctuation

and consider the letter as an "acceptable" one.

WESTERN ELECTRIC COMPANY, Helen R. Weeks, Production Supervisor:

We are attaching herewith a copy of our correspondence manual which, we believe, will be of interest to you in the preparation of your study of the standards for business correspondence.⁵

WESTERN UNION TELEGRAPH COMPANY, George P. Oslin, Publicity Director:

Our various departments have no written rules governing correspondence.

The heads of stenographic departments, chief clerks, and officials simply apply their common sense and good taste in such matters. . . . In normal times it is our practice to release no letter containing an interlineation or noticeable erasures. At the present time standards are not so high. There is a tendency now to permit some erasures and minor corrections, especially where the correspondent is a business friend, in order to save paper and the time of the employee.

WESTINGHOUSE ELECTRIC AND MANUFACTURING COMPANY, Polly Noyes, Assistant to Correspondence Supervisor, Industrial Relations:

The Company has no such standard. Naturally both dictators and their stenographers make every effort to send out letters that are mechanically perfect. However, if there are any errors

⁵This manual contains specifications for letters and instructions and suggestions for stenographers.

the mailability of a letter seems to be determined by the elements of time and importance. We do not consider it worthwhile for a stenographer to do over a letter with several small irreparable errors, if it is going to someone within the Company with whom the office corresponds every day.

If the letter is going outside the Company, to a customer, for example, then a letter is never sent with corrections marked by the dictator. It is always retyped so as to be letter perfect.

F. W. WOOLWORTH COMPANY, E. C. Mauchly, Vice President:

It is not our custom to permit any letters to be mailed if they show evidence of corrections or erasures. When such mechanical factors do appear our secretaries of their own volition, and through their own pride of production, would refuse to send out such letters, but rather take the time to re-write them.

These statements point to the conclusion that standards of mailability formulated from business practice do not exist. The "standards of mailability" reported by a number of the business firms are not necessarily functioning standards. It is likely that where machinery has been set up for the carrying out of these "standards" that they are the same or very nearly approach standards of mailability as defined in this study. Since there is no evidence to this effect, however, it cannot be considered that these "standards" reveal business practice.

The analysis of the letters in Group A and the determining of the standard of mailability for this correspondence is presented in Chapter III.

CHAPTER III

GROUP A

The letters in Group A were addressed to the vice-president in the home office and signed by the manager of the second largest branch office of a life insurance company. The manager of this branch has served in that capacity for the twenty years he has been with the firm.

Eight agents are connected with the branch office and one stenographer is employed. (The fact that 92 of the letters were typewritten by one stenographer and 8 by another, indicates that either the stenographer was replaced during the time these letters were written or that someone in a position, other than that of stenographer, typed the 8 letters.)

Second-page headings and different sizes of stationery are not supplied by this firm, but intra-company correspondence forms are. The letters in Group A are typewritten on letterhead stationery, however, and the letterhead occupies 12 vertical spaces (2 inches) from the top of the paper and is centered horizontally so that there are 17 pica space (1 3/4 inches) from the printed letterhead to the left and right edges of the paper.

These letters were typewritten on machines having 10-pitch elite type. Single spacing is used except in the letters in which the two-line addresses are double-spaced, and a modified block style is followed throughout the Group.

Eighty-six of the letters are typewritten on one page; 14 are typewritten on two.

Table I shows the distribution of the letters in Group A, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE I
DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter				Total
	Short	Medium	Long	Very Long	
P	33	30	13	16	92
H	3	4	1	-	8
Total	36	34	14	16	100

Number of vertical spaces from top edge of paper to date line:

Table II shows that there are from 13 to 15 vertical spaces from the top edge of the paper to the date line. There are 14 vertical spaces from the top edge to the date line in the very long letters, as well as in the short letters.

TABLE II

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	13-15	13-15	13-15	13-14
H	14	13-14	14	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the date line. The length of the letter apparently does not determine this number of spaces. However, in all of the letters in Group A, there are from 13 to 15 vertical spaces from the top edge of the paper to the date line.

Vertical position of "Personal & Confidential" line:

A "Personal & Confidential" line appears in ten letters, 4 medium-length, 2 long, and 4 very long, typewritten by Stenographer P. In each instance there are the same number of vertical spaces from the top edge of the paper to the "Personal & Confidential" line as there are to the date line.

Conclusion.--It is consistent practice in the letters in Group A for the "Personal & Confidential" line, when it appears, to be aligned vertically with the date line.

Number of vertical spaces between "Personal & Confidential" line and Inside Address:

In the 4 medium-length letters in which a "Personal & Confidential" line appears, there is no vertical space between the line and the inside address; in the 2 long letters, there is 1 vertical space; and, in the 4 very long letters, there is no space or 1 space.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the "Personal & Confidential" line and the inside address. However, in all of the letters in which such a line appears, there is either no vertical space or one vertical space between it and the inside address.

Vertical position of inside address:

In each of the letters, there is the same number of vertical spaces from the top edge of the paper to the inside address as from the top edge of the paper to the date line, except in those letters in which a "Personal and Confidential" line appears.

Conclusion.--It is consistent practice in the letters in Group A for the inside address to be aligned vertically with the date line, except in those letters in which a "Personal & Confidential" line appears.

Number of vertical spaces occupied by inside address:

Table III shows that the number of vertical spaces occupied by the inside address ranges from 3 to 5.

TABLE III

RANGE OF NUMBER OF VERTICAL SPACES OCCUPIED BY INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	3-4	3-5	3	3-4
H	3	3	3	-

Note: In the letters typewritten by Stenographer P, 2 of the short, one of the medium-length, and 1 very long; and in the letters typewritten by Stenographer H, 3 of the medium-length and 1 of the long, actually have two-line inside addresses. However, in each of these instances a vertical space appears between the two lines. Because of this extra space, the inside address occupies 3 lines, and is therefore classified as a three-line address.

Conclusion.--It is the consistent practice in the letters in Group A for the inside address to occupy not less than three vertical space. In some letters the inside address occupies more than three vertical spaces.

Number of vertical spaces between inside address and salutation:

Four vertical spaces appear between the inside address and the salutation in all of the letters in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for four vertical spaces to appear between the inside address and the salutation.

Number of vertical spaces from top edge of paper to subject notation:

Table IV shows that the number of vertical spaces from the top edge of the paper to the subject notation ranges from 20 to 25. There are as many as 23 vertical spaces from the top edge of the paper to the subject notation in a very long letter and as few as 20 in a short letter. The subject notation appears in 13 letters.

TABLE IV

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO SUBJECT NOTATION

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	20-25 (8)	24 (1)	23 (1)	22-23 (2)
H	24	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--There is no consistency of practice with respect to the number of spaces from the top edge of the paper to the subject notation. The length of the letter does not seem to determine this number of spaces.

Number of vertical spaces between salutation and subject notation:

Two spaces appear between the salutation and the subject notation in the 13 letters in which such a notation appears.

Conclusion.--It is the consistent practice in the letters in Group A for 2 spaces to appear between the salutation and subject notation in those letters bearing a subject notation.

Number of vertical spaces occupied by subject notation:

Table V shows that the number of vertical spaces occupied by the subject notation ranges from 1 to 3.

TABLE V

RANGE OF THE NUMBER OF VERTICAL SPACES OCCUPIED BY SUBJECT NOTATION

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	1-2 (8)	3 (1)	1 (1)	1 (2)
H	1 (1)	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--There is no consistency of practice with respect to the space allotment for the subject notation.

Number of vertical spaces between subject notation and body of letter:

Two vertical spaces appear between the subject notation and the body of the letter in each of the 13 letters having a subject notation.

Conclusion.--It is the consistent practice in the letters in Group A which have a subject notation for two vertical spaces to appear between the notation and the body of the letter.

Number of vertical spaces from top edge of paper to body:

Table VI shows that the number of vertical spaces from the top edge of the paper to the first line of the body ranges from 22 to 28. There are 22 vertical spaces from the top edge of the paper to the first line of the body in a very long letter, as well as in a short letter.

TABLE VI

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	22-28	22-25	22-26	22-25
H	24-27	23-26	24	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first line of the body in the letters in Group A. The length of the letter does not seem to determine this number of spaces. The variations in the number of vertical spaces from the top edge of the paper to the first line of the body may be the result of the presence of the "Personal & Confidential" line and subject notation.

Relationship of number of lines in body to a given number of vertical spaces from top edge of paper to body:

Table VII shows that in those letters in which there are 23 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 1 to 79. For any other given

number of vertical spaces from the top edge of the paper to the first line of the body, there is a wide range for the number of lines in the body.

TABLE VII

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO BODY

	Number of Vertical Spaces from Top Edge of Paper to Body							
	22	23	24	25	26	27	28	29
Stenographer P								
Short	7 (1)	1-14 (22)	1-14 (3)	-	5 (1)	1-9 (3)	1-14 (3)	-
Medium	11 (1)	5-19 (18)	10-19 (9)	14 (1)	14 (1)	-	-	-
Long	21 (1)	15-34 (7)	20-24 (2)	25-29 (2)	39 (1)	-	-	-
V Long	47 (1)	25-79 (8)	27 (1)	46 (1)	35-69 (3)	33 (1)	-	52 (1)
Stenographer H								
Short	-	-	7 (1)	-	8 (1)	9 (1)	-	-
Medium	-	19 (1)	14 (1)	-	-	18 (1)	11 (1)	-
Long	-	43 (1)	-	-	-	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: The one short letter typewritten by Stenographer P in which there are 22 vertical spaces from the top edge of the paper to the body has 7 lines in the body. (The lines of the body in this and succeeding similar tables were grouped into intervals of 5 for ease in determining relationships. Where there is one letter in a classification, the exact number of lines in the body is given.)

Conclusion.--There is no consistency of practice with respect to the number of lines in the body of the letter in relation to a given number of vertical spaces from the top edge of the paper to the first line of the body.

Number of vertical spaces below body of letter in relation to a given number of vertical spaces above body:

Table VIII shows that in the letters in which there are 23 vertical spaces from the top edge of the paper to the first line of the body, the number of vertical spaces below ranges from 8 to 39. The least number of vertical spaces at the bottom are found in the very long letters and the greatest number of spaces at the bottom are found in the short letters.

TABLE VIII

RANGE OF NUMBER OF VERTICAL SPACES BELOW BODY IN RELATION TO A
GIVEN NUMBER OF VERTICAL SPACES ABOVE BODY

Number of Vertical Spaces from Top Edge of Paper to Body								
	22	23	24	25	26	27	28	29
<hr/>								
Stenographer P								
Short	34 (1)	25-39 (22)	29-34 (3)	-	34 (1)	31-35 (3)	31-34	-
Medium	30 (1)	20-31 (18)	22-29 (9)	28 (1)	22 (1)	-	-	-
Long	14 (1)	10-23 (7)	15-18 (2)	12-40 (2)	26 (1)	-	-	-
V Long	21 (1)	8-35 (8)	12 (1)	11 (1)	16-27 (3)	7	-	8 (1)
<hr/>								
Stenographer H								
Short	-	-	32 (1)	-	30 (1)	28 (1)	-	-
Medium	-	21 (1)	27 (1)	-	-	20 (1)	27 (1)	
Long	-	16 (1)	-	-	-	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: The short letter typewritten by Stenographer P in which there are 22 vertical spaces from the top edge of the paper to the body has 34 lines in the body.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces below the body of a letter in relation to a given number of vertical spaces above the body of a letter. There is a tendency for the number of spaces below the body of the letters which

have a given number of spaces from the top edge of the paper to the body to decrease as the length of the letter increases. This would seem to be the logical result of the narrow range in spaces from the top edge of the paper to the first line of the body.

Number of lines in body in relation to number of paragraphs:

Table IX shows that there are one-paragraph letters in Group A with as many as 19 lines and four-paragraph letters with the same number of lines. A four-paragraph letter has as few as 10 lines or as many as 79.

TABLE IX

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO NUMBER OF PARAGRAPHS

		Number of Paragraphs								
		1	2	3	4	5	6	7	8	9
<hr/>										
Stenographer P										
Short	1-14 (19)	2-4 (12)	10-14 (2)	-	-	-	-	-	-	-
Medium	10-19 (4)	5-19 (13)	10-19 (10)	10-19 (3)	-	-	-	-	-	-
Long	-	20-39 (2)	15-34 (8)	33 (1)	25-34 (2)	-	-	-	-	-
V Long	-	-	20-29 (3)	20-79 (5)	35-59 (3)	4 (1)	45-69 (3)	-	54 (1)	-
<hr/>										
Stenographer H										
Short		5-9 (3)	-	-	-	-	-	-	-	-
Medium		10-19 (1)	15-19 (1)	-	-	-	-	-	-	-
Long	-	-	20-24	-	-	-	-	-	-	-

Note: This table should be read: The number of lines in the 19 short letters written by Stenographer P which have one paragraph ranges from 1 to 14.

Conclusion.--There is no consistency of practice with respect to the number of paragraphs or the number of lines in a paragraph in the letters in Group A.

Number of vertical spaces between paragraphs:

One space appears between paragraphs and between the last paragraph

and the complimentary close in all of the letters in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for one space to appear between paragraphs and between the last paragraph and the complimentary close.

Number of vertical spaces between complimentary close and typewritten signature:

Table X shows that the number of vertical spaces between the complimentary close and the typewritten signature ranges from 2 to 4. Stenographer P leaves 4 spaces here in a very long and in a short letter, and 2 spaces in a very long and in a medium-length letter. In the 8 letters typewritten by Stenographer H, four spaces appear between the complimentary close and the typewritten signature in a short letter and 2 spaces appear in a very long letter.

TABLE X

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN COMPLIMENTARY CLOSE AND
TYPEWRITTEN SIGNATURE

Stenographer	Length of Letter			
	Short	Medium	Long	Very Long
P	3-4	2-4	3-4	2-4
H	3-4	3	2	

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the complimentary close and the typewritten signature. In the letters of Stenographer H, there seems to

be a tendency for this number of spaces to decrease as the length of the letter increases.

Number of vertical spaces between the typewritten signature and title:

No vertical space appears between the typewritten signature and the title in all of the letters in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for no vertical space to appear between the typewritten signature and the title.

Vertical position of reference initials:

There is the same number of vertical spaces from the top edge of the paper to the reference initials as there is to the title in each of the letters in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for the reference initials to be aligned vertically with the title.

Vertical position of enclosure notation:

In the 9 letters in which an enclosure notation appears, there is no vertical space between the reference initials and the enclosure notation below. Table XI shows the distribution of letters in which an enclosure notation appears.

TABLE XI
NUMBER OF LETTERS WITH ENCLOSURE NOTATION

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	4	5	2	1
H	-	1	-	-

Conclusion.--It is the consistent practice for no vertical space to appear between the reference initials and the enclosure notation below in those letters having an enclosure notation.

Two page letters:;

Table XII shows that the number of vertical spaces from the top edge of the paper to the first line of the heading of the second page ranges from 13 to 16. The same letterhead stationery is used for the second page as for the first, and this range is similar to the range of the number of vertical spaces from the top edge of the paper to the date line on the first page of the letters, 13 to 15.

The heading occupies 3 vertical spaces and is followed by 3 vertical spaces.

The number of lines in the first paragraph on the second page ranges from 1 to 11.

The number of vertical spaces from the last line of writing on the first page to the bottom edge of the sheet ranges from 2 to 9.

TABLE XII
TWO PAGE LETTERS

	Length of Letter	
	Long (2 Letters)	V Long (12 Letters)
No. of vertical spaces from top edge to first line of heading	13-16	13-14
No. of vertical spaces occupied by heading	3*	3*
No. of vertical spaces from last line of heading to first line of body	3	3
No. of vertical spaces occupied by first paragraph	3-7	2-25
No. of vertical spaces occupied by last paragraph of first page	2-11	1-9
No. of vertical spaces from last line of writing on first page to bottom edge of sheet	6-9	2-7

*The heading consists of 2 typewritten lines with one vertical space between.

Conclusion.---There is no consistency of practice with respect to the number of vertical spaces from the top edge of the second page to the heading. However, this number of spaces is from 13 to 16 in all of the two-page letters.

It is the consistent practice in the two-page letters of Group A for the heading to be typewritten on two lines with a vertical space between the lines, so that the heading occupies 3 vertical spaces and for three vertical spaces to appear between the heading and the first line of the body.

A two-page letter in which there is one line in the paragraph at the bottom of the first page is not withheld from the mails. As few as two vertical spaces from the last line of writing to the bottom edge of the first page does not cause a letter to be withheld from the mails.

Number of horizontal spaces from left edge of paper to date line:

Table XIII shows that the number of horizontal spaces from the left edge of the paper to the date line ranges from 52 to 75.

TABLE XIII

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	52-70	53-68	52-68	54-70
H	72-75	65-73	75	-

Conclusion.---There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the date line.

Horizontal position of subject notation:

(Those items which seem to have been intended to appear centered are considered in terms of the number of spaces more at the one side of the item than on the other.)

Table XIV shows that the placement of the subject notation varies so that there are 15 horizontal spaces more at the left of the subject notation than at the right and 10 spaces more at the right of the subject notation than at the left.

TABLE XIV
HORIZONTAL CENTERING OF SUBJECT

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	-15 to 4 (8)	10 (1)	- (1)	-10 to -4 (2)
H	-8 (1)	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. The minus number indicates the number of spaces more at the left of the notation than at the right; zero indicates the same number of spaces at each side; the number preceded by no sign indicates the number of spaces more at the right than at the left. This table should be read: In the 8 short letters typewritten by Stenographer P in which a subject notation appears, its horizontal position ranges from 15 spaces more at the left than at the right to 4 spaces more at the right than at the left.

Conclusion.--There is no consistency of practice with respect to the horizontal position of the subject notation. The placement of the subject notation so that there are as many as 15 spaces more at one side than at the other does not cause the letter to be withheld from the mails.

Horizontal position of "Personal & Confidential" line:

The "Personal & Confidential" line is aligned horizontally with the left margin each time it appears in a letter in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for the "Personal & Confidential" line to be aligned horizontally with the left margin.

Number of horizontal spaces between longest and shortest lines of inside address:

Table XV shows that the number of horizontal spaces between the shortest and longest lines of the inside address ranges from 0 to 20.

TABLE XV
RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST AND LONGEST
LINES OF INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	1-20	0-10	3-9	1-15
H	0-1	0-14	0	

Conclusion.--A difference of as many as 20 horizontal spaces between the shortest and longest lines of the inside address does not cause a letter to be withheld from the mails.

Relationship between length of line and length of letter:

Table XVI shows that there is no specific length of line used for a particular length of letter. In very long letters the lines in the body occupy as few as 40 horizontal spaces and in short letters the lines in the body as many as 69 horizontal spaces.

TABLE XVI
RELATIONSHIP OF LENGTH OF LINE TO LENGTH OF LETTER

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	30-69	40-69	40-69	40-79
H	50-59	40-59	57	-

Note: The number of horizontal spaces in the length of the line were grouped into intervals of 10 for ease in determining relationships.

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces occupied by the lines in the body of a letter of any particular length. The use of a relatively short line in a relatively very long letter does not cause the letter to be withheld from the mails.

Number of horizontal spaces between shortest and longest lines in body:

Table XVII shows that the number of horizontal spaces between the shortest and longest lines of the body ranges from 0 to 10. This difference appears in short as well as long letters.

TABLE XVII

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST AND LONGEST
LINES IN BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	0-10	4-10	4-9	4-9
H	4-10	4-8	7	-

Conclusion.--It is the consistent practice in the letters in Group A for no more than 10 horizontal spaces to appear between the shortest and longest lines of the body of the letter.

Number of horizontal spaces from left edge of paper to closing block:

Table XVIII shows that the number of horizontal spaces from the left edge of the paper to the closing block ranges from 38 to 56.

TABLE XVIII

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER
TO CLOSING BLOCK

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	38-53	39-52	41-51	39-56
H	39-56	45-57	53	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the closing block.

Number of discernible erasures:

Table XIX shows that the number of discernible erasures in the twenty-four letters in which erasures were observed ranges from 1 to 2.

TABLE XIX
RANGE OF NUMBER OF DISCERNIBLE ERASURES

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	1 (2)	1 (5)	1-2 (6)	1-2 (9)
H	1 (1)	2 (1)		

Note: The number in parenthesis indicates the frequency of the letters in the classification.

Conclusion:--As many as two discernible erasures in one letter do not cause a letter to be withheld from the mails.

Quality of discernible erasures:

Table XX shows that 29 of the 30 discernible erasures in Group A are barely noticeable or noticeable, but clean. A smudged erasure appears in a very long letter typewritten by Stenographer P.

TABLE XX
NUMBER OF ERASURES OF VARIOUS QUALITIES

	Length of Letter			
	Short	Medium	Long	V Long
<hr/>				
Stenographer P				
Barely Noticeable	1	5	5	9
Noticeable, but clean	1	-	4	-
Very Noticeable	-	-	-	-
Smudged	-	-	-	1
Stenographer H				
Barely Noticeable	1	1	-	-
Noticeable, Clean	-	1	-	-
Very Noticeable	-	-	-	-
Smudged	-	-	-	-

Conclusion.--Discernible erasures in the letters in Group A are usually barely noticeable or noticeable, but clean. A smudged erasure in a very long letter does not cause the letter to be withheld from the mails.

Spelling Errors:

"Forthcoming" is written as "forth coming" in a long letter, typewritten by Stenographer P and "impractical" is written as "impracticle" in a very long letter typewritten by the same stenographer.

Conclusion.--Spelling errors occur infrequently in the letters of Stenographer. An error, however, in a long or very long letter does not

cause the letter to be withheld from the mails.

Division of words at end of line:

An error in the division of a word at the end of a line was found in two long letters typewritten by Stenographer P: "happen-ed" and "deliver-ed."

Table XXI shows that in 28 letters typewritten by Stenographer P and in 1 letter typewritten by Stenographer H words were divided so that there are 2 strokes at the end of the line or two strokes brought forward to the next line. In the very long letters there are as many as 3 such word divisions.

TABLE XXI

RANGE OF NUMBER OF WORD DIVISIONS AFTER SECOND STROKE OR SO
THAT TWO STROKES ARE BROUGHT FORWARD TO THE NEXT LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	1 (5)	1 (8)	1 (5)	1-3 (10)
H	1 (1)	-	-	-

Note: The number in parentheses indicates the number of letters in the classification.

Conclusion.--Words incorrectly divided do not cause a letter to be withheld from the mails.

Words which are divided after the second stroke or divided so that two strokes are brought forward to the next line do not cause a

letter to be withheld from the mails. Nearly all such word divisions are found in the letters of Stenographer P.

Typewriting Touch:

An irregularity in the color of the typewriting print reflects a slightly uneven touch in 11 letters--1 short, 2 medium-length, 5 long, and 3 very long, typewritten by Stenographer P. In the remaining eighty-nine letters the print color reflects an evenness of touch.

Conclusion.--The print color in most of the letters in this Group reflects an even touch. However, an irregular print color, reflecting an uneven touch, does not cause a letter to be withheld from the mails.

Condition of Type:

All of the letters in Group A appear to have been written on machines having clean type.

Conclusion.--It is the consistent practice for the letters in Group A to give the appearance of having been written on a machine having clean type.

Faulty Shifting:

Instances of faulty shifting, a letter above or below the line of type, appear in 10 letters, 4 short, 3 medium-length, 1 long, and 2 very long, typewritten by Stenographer P.

Conclusion.--Instances of faulty shifting do not cause a letter to be withheld from the mails, even when this irregularity in alignment appears in a short letter.

Strikeovers:

Strikeovers are found in 2 letters: one in a medium-length letter typewritten by Stenographer P and the other in a short letter typewritten by Stenographer H.

Conclusion.--Strikeovers occur infrequently in the letters in Group A. However, the occurrence of one, even in a short letter, does not cause the letter to be withheld from the mails.

Transpositions:

A transposition, "prupose" for "purpose" appears in a medium-length letter typewritten by Stenographer P.

Conclusion.--Transpositions occur rarely in the letters in Group A. The appearance of one, however, does not cause a medium-length letter to be withheld from the mails.

Repetitions:

Faint repetitions of strokes are found in 3 letters: one short and 2 medium-length, typewritten by Stenographer P.

Conclusion.--A faint repetition of a stroke occurs infrequently in the letters in Group A. Such a repetition, however, does not cause a letter to be withheld from the mails.

Errors in Grammar:

Table XXII shows the run-on sentence to be the most common error in grammar. The run-on sentence is one in which there are more than

one sentence in thought as well as construction and in which a comma has been used instead of a period. Single sentences occupy as many as 14 and 15 lines in the medium-length and long letters in Group A.

TABLE XXII

NUMBER OF LETTERS CONTAINING ERRORS IN GRAMMAR

Stenographer	Length of Letter			
	Short	Medium	Long	Very Long
<u>P</u>				
Omission of article	3	1	1	1
"Will" for "shall"	1	2	2	-
"Like" for "as"	1	1	1	-
Run-on sentence	4	12	5	7
"I was right much surprised."	1	-	-	-
Omission of subject	-	2	1	-
Plural subject, singular predicate	-	-	1	-
"Unthoughtedly"	-	-	1	1
<u>H</u>				
Run-on sentence	-	3	1	-

Conclusion.--Errors in grammar occur frequently in the letters in Group A. The run-on sentence is the most common error. An error in grammar does not cause a letter to be withheld from the mails.

Punctuation Style:

In the letters in Group A, punctuation follows the date line, the

salutation, the complimentary close, the typewritten signature, and the title.

Conclusion.--It is the consistent practice in the letters in Group A for punctuation to follow the date line, the salutation, the complimentary close, the typewritten signature, and the title. (This is a departure from the close style of punctuation in that no punctuation follows the line of the inside address.

Punctuation Errors:

The use of the comma for the period in run-on sentences is the only punctuation error found. Table XXIII shows that this error is found in letters typewritten by both stenographers and in letters of all lengths.

TABLE XXIII

NUMBER OF LETTERS IN WHICH COMMA IS USED FOR PERIOD

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
P	4	12	5	7
H	-	3	1	-

Conclusion.--The use of the comma for period in run-on sentences is fairly common in the letters in Group A. This error does not cause a letter to be withheld from the mails.

Abbreviations:

The abbreviation "Pol. #." for "policy number" appears throughout the letters in Group A. The abbreviation "flue" for "influenza" in a medium-length letter typewritten by Stenographer P. The abbreviation "Mtn." for "Mountain" is used in a short letter typewritten by Stenographer P.

Conclusion.--It is the consistent practice in the letters in Group A for "policy number" to be abbreviated "Pol. #."

The abbreviations, "flue" and "Mtn." do not cause a letter to be withheld from the mails.

Numbers and symbols:

Even amounts of money are expressed with the decimal and two zeros in the letters in Group A.

"Eight surveys" appears in a short letter typewritten by Stenographer P; "15 sets" appears in a long letter typewritten by the same stenographer.

The ampersand is used for "and" in the personal and confidential notation.

Conclusion.--It is the consistent practice in the letters in Group A for even amounts of money to be written with the decimal and two zeros.

It is the consistent practice in the letters in Group A for the ampersand to be used for "and" in the personal and confidential notation.

There is no consistency of practice with respect to the writing of small numbers.

Underline:

Whenever the underline appears in the letters in Group A, it is written as one continuous line extending under spaces as well as strokes.

Conclusion.--It is the consistent practice in the letters in Group A, for the underline to be written as one continuous line extending under spaces as well as strokes.

Capitalization:

"Home Office," referring to this concern, appears capitalized in the letters in Group A.

The word, "company," referring to the firm, represented by the signer of these letters, is written in lower case in 1 short letter and in 1 long letter typewritten by Stenographer P, while it is capitalized in 1 very long letter typewritten by Stenographer P and in 1 medium-length letter typewritten by Stenographer H.

"Agency," referring to a branch of this concern, is written in lower case in a medium-length letter typewritten by Stenographer P and capitalized in a long letter typewritten by the same stenographer and in a medium-length letter typewritten by Stenographer H.

Conclusion.--It is the consistent practice in the letters in Group A for "home office" to be capitalized. There is no consistency of practice with respect to the capitalization of "company" and "agency."

These three words refer to the firm represented by the signer of these letters.

"Personal & Confidential" line:

The "Personal & Confidential" line is underlined each time it appears in the letters in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for the "Personal & Confidential" line to be underlined.

Salutation:

The salutation in each letter includes the name of the person to whom the letter is addressed.

Conclusion.--It is the consistent practice in the letters in Group A for the salutation to include the name of the person to whom the letter is addressed.

Subject notation:

The subject notation is written in all capital letters each time it appears in a letter in Group A.

Conclusion:--It is the consistent practice in the letters in Group A for the subject notation to be written in all capital letters.

Signature:

In each of the letters in Group A the signature is written both in pen and on the typewriter.

Conclusion.--It is the consistent practice in the letters in Group A for the signature to be written both in pen and on the typewriter.

Title:

In each letter in Group A each word of the title is capitalized.

Conclusion.--It is the consistent practice in the letters in Group A for each word of the title to be capitalized.

Reference Initials:

The reference initials in each of the letters in Group A appear with the dictator's initials in capital letters, followed by a colon and the stenographer's one initial in upper case.

Conclusion.--It is the consistent practice in the letters in Group A for the reference initials to be written with the dictator's initials in capital letters, followed by a colon and the stenographer's one initial in upper case.

Enclosure:

The word "enclosure" is written "encl." each time it appears in the letters in Group A.

Conclusion.--It is the consistent practice in the letters in Group A for the word "enclosure" to be abbreviated as "encl."

Second Page Headings:

In the 14 two-page letters in Group A, the second page heading consists

of the page number preceded by a number sign, followed by a vertical space, the name of the person to whom the letter is addressed and the date expressed numerically with diagonals written on the second line of the heading.

Conclusion.--It is the consistent practice in the letters in Group A for the second page heading to consist of the page number (preceded by the number sign), followed by a vertical space. The name of the person to whom the letter is addressed and the date expressed numerically with diagonals are written on the second line of the heading.

Miscellaneous:

In 1 short and 1 long letter typewritten by Stenographer P, arabic numbers appear at the beginning of a line of the body.

In 1 short and 1 long letter typewritten by Stenographer P, a postscript is added in ink.

In 1 medium-length, 1 long and 2 very long letters, typewritten by Stenographer P, insertions and corrections are shown in ink.

The enclosure notation is omitted in 1 medium-length letter, typewritten by Stenographer P.

Conclusion.--Arabic numbers appearing at the beginning of a line do not cause a letter to be withheld from the mails.

Additions and corrections in ink do not cause a letter to be withheld from the mails.

The omission of the enclosure notation does not cause a letter to be withheld from the mails.

Table XXIV gives a summary of the conclusions for each possible factor involved in mailability considered for Group A. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where a consistency of practice is not found throughout an entire group of correspondence, but is found within the output of a stenographer; within the letters of a particular length; within a large number of letter; or where the inconsistency is within a narrow range, it is noted as a tendency.

TABLE XXIV

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE
FOR THE POSSIBLE FACTORS CONSIDERED FOR GROUP A

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of vertical spaces from top edge of paper to date line		x	13-15
Position of "Personal & Confidential" line	x (same as date)		
No. spaces between "P&C" line and inside address		x	None or 1
Position of inside address	x (same as date)		
No. spaces between inside address and salutation	x (4)		
No. spaces occupied by in- side address	x (at least 3)		
No. spaces from top edge to subject notation		x	
No. spaces between inside address and subject notation	x (2)		

TABLE XXIV (Continued)

Possible Factor	Consistency	No Consistency	Tendency
No. vertical spaces occupied by subject notation		x	
No. vertical spaces between subject notation and body	x (2)		
No. vertical spaces from top edge of paper to body		x	
No. of lines in relation to given number of spaces above body		x	
No. of vertical spaces below body in relation to no. of vertical spaces above		x	
No. of lines in relation to no. of paragraphs		x	
No. of vertical spaces between paragraphs	x (1)		
No. of vertical spaces between a complimentary close and type-written signature		2	Decreases with increasing letter length (Stenographer H)
No. of vertical spaces between typewritten signature and title	x (none)		
Vertical position of reference initials	x (same line as title)		
Two-page Letters:			
No. of vertical spaces from top edge to heading		x	13 to 16
No. of vertical spaces occupied by heading	x (3)		
No. of vertical spaces between heading and first line of writing	x (3)		

TABLE XXIV (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of lines occupied by last paragraph of first page		x	
No. of spaces from last line of writing on first page to bottom edge of paper		x	
Horizontal Placement			
No. of spaces from left edge of paper to date		x	
Length of line in relation to letter length		x	
Position of "Personal & Confidential" line	x (Even, left margin)		
No. of spaces between shortest and longest lines of inside address		x	
No. of spaces between shortest and longest lines of body	x (less than 10)		
No. of spaces from left edge of paper to closing block		x	
Absence of erasures		x	No more than two in a letter
Neatness of erasures		x	Barely noticeable or noticeable, but clean
Correctness of spelling		x	
Correctness of word division		x	
Evenness of typewriting touch		x	Even
Cleanliness of type	x		

TABLE XXIV (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Even alignment of type		x	Occasional faulty shifting
Accuracy of typewriting		x	Occasional strike-overs; rare transpositions.
Correctness of grammar		x	Frequent run-on sentences
Punctuation style	x (close except after lines of inside address)		
Correctness of punctuation		x	Comma for period in run-on sentence
Abbreviations			
Policy number	x (Pol #)		
Numbers and symbols			
Even amounts	x (with decimal and two zeros)		
Ampersand in "P&C" line	x		
Small numbers		x	
Capitalization			
Home office	x		
Agency	x		
Company	x		
Style of "Personal & Confidential" notation	x (underlined)		
Style of salutation	x (includes name of person in inside address)		
Style of subject notation	x (all capital letters)		

TABLE XXIV (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Style of signature	x (both pen and typewritten)		
Style of title	x (capitalized)		
Style of reference initials	x (Dictator's initials in upper case, fol- lowed by colon and stenographer's initials in upper case)		
Style of enclosure notation	x (Encl.)		
Style of underline	x (continuous)		
Style of second-page heading	x (#2 { (John Smith 1/1/40) })		

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group A.

The standard of mailability for the correspondence of Group A consists of the following factors:

1. The "Personal & Confidential" line is aligned vertically with the data line.
2. The inside address, except in those letters in which a "Personal & Confidential" line appears is aligned vertically with the date line.
3. The inside address occupies less than 3 vertical spaces.
4. There are 4 vertical spaces between the inside address and the salutation.
5. There are 2 vertical spaces between the inside address and the subject notation.
6. There are 2 vertical spaces between the subject notation and the body of the letter.
7. There is 1 vertical spaces between each paragraph and between the last paragraph and the complimentary close.
8. There is no vertical space between the typewritten signature and title.
9. The reference initials is aligned vertically with the title.
10. The second-page heading of a two-page letter occupies 3 vertical spaces.
11. There are 3 vertical spaces between the heading and the body on the second page of a two-page letter.
12. The "Personal & Confidential" line is aligned horizontally with the left margin.
13. There are more than 10 horizontal spaces between the shortest and longest lines in the body of the letter.
14. The type on the machines used in writing letters is clean.
15. Punctuation follows the date, the salutation, the complimentary close, the typewritten signature, and the title.
16. "Policy number" is abbreviated "Pol. #."

17. The ampersand is used in the "Personal & Confidential" line.
18. Even amounts are written with the decimal and two zeros.
19. The underline is continuous.
20. Home Office is capitalized.
21. "Personal & Confidential" is underlined.
22. The salutation includes the name of the person in the inside address.
23. The signature is written both in pen and on the typewriter.
24. Each word of the title is capitalized.
25. Reference initials are written with the initials of the dictator in upper case, followed by a colon and one initial of the stenographer in upper case.
26. Enclosure is abbreviated "Encl."
27. Second-page headings are written with the page number preceded by the number sign at the left margin; a vertical space appearing between the page number and the next line which gives the name of the person in the inside address at the left margin and the date expressed numerically with diagonals at the right.

CHAPTER IV

GROUP B

The letters in Group B were addressed to the vice-president in the home office and signed by the manager of the largest branch office of a life insurance company. The manager of this branch has been with the firm for more than eight years and has served as branch manager for four years.

Ten agents are connected with this branch and one stenographer is employed. (The fact that 74 of the letters are typewritten by one stenographer and 26 by another indicates that either the stenographer was replaced during the time these letters were written or that someone in a position, other than that of stenographer, typed the 26 letters.)

Although the firm supplies intra-company correspondence forms, letterhead stationery as in Group A, is used.

These letters were typewritten on machines having 10-pitch elite type. Single spacing is used and a modified block style is followed throughout the Group.

All letters are typewritten on one page.

Table XXV shows the distribution of the letters in Group B, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE XXV

DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
BH	54	14	3	3	74
PM	19	5	2	-	26
Total	73	19	5	3	100

Number of vertical spaces from top edge of paper to date line:

Table XXVI shows that the number of vertical spaces from the top edge of the paper to the date line ranges from 15 to 17.

TABLE XXVI

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	15-17	15-16	16	16
PM	16-17	16	16	

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the date line. In all the letters in Group B, however, this number of spaces ranges from 15 to 17.

Vertical position of inside address:

The number of vertical spaces from the top edge of the paper to the inside address is the same in every letter as the number of vertical spaces from the edge of the paper to the date line.

Conclusion.--It is the consistent practice in the letters in Group B for the same number of spaces to appear from the top edge of the paper to the inside address as from the top edge of the paper to the date line.

Number of vertical spaces occupied by inside address:

Three vertical spaces are occupied by the inside address in each letter in Group B.

Conclusion.--It is the consistent practice in the letters in Group B for the inside address to occupy 3 vertical spaces.

Number of vertical spaces from inside address to salutation:

In all of the letters typewritten by Stenographer BH, there are 4 vertical spaces between the inside address and the salutation. In the letters typewritten by Stenographer PM, this number of spaces is either four or five in each length-group.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the inside address and the salutation. It is consistent practice for this number of spaces to be 4 in the letters of Stenographer BH.

Number of vertical spaces from top edge to subject notation:

In the 7 letters typewritten by Stenographer BH in which a subject notation appears there are 25 vertical spaces from the top edge of the paper to the subject notation. In the 7 letters typewritten by Stenographer PM in which a subject notation appears there are 25 or 26 vertical spaces from the top edge of the paper to the subject notation.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the subject notation. It is consistent practice for 25 spaces to appear here in the letters of Stenographer BH.

Number of vertical spaces occupied by subject notation:

Table XXVII shows that the number of vertical spaces occupied by the subject notation ranges from 1 to 5.

TABLE XXVII

RANGE OF NUMBER OF VERTICAL SPACES OCCUPIED BY SUBJECT NOTATION

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	1-3 (4)	1 (1)	2 (1)	1 (1)
PM	1-5 (4)	1-2 (2)	2 (1)	

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces allotted to the subject notation.

Number of vertical spaces between subject notation and body:

One vertical space appears between the subject notation and the first line of the body in each of the 14 letters containing a subject notation.

Conclusion.--It is consistent practice for 1 vertical space to appear between the subject notation and the body in those letters containing a subject notation.

Number of vertical spaces from top edge of paper to first line of body:

Table XXVIII shows that the number of vertical spaces from the top edge of the paper to the first line of the body ranges from 24 to 29.

TABLE XXVIII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	24-29	24-27	25-28	24-27
PM	24-29	25-29	25-29	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first

line of the body. From 24 to 29 vertical spaces appear here in all of the letters in Group B. This variation may be the result of the presence of the subject notation.

Number of lines in body in relation to a given number of vertical spaces from top edge of paper to body:

Table XXIX shows that in the letters in which there are 25 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 1 to 29. In the letters in which there are 27 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 1 to 39.

TABLE XXIX

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER
OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO BODY

Stenographer	Number of Spaces from Top Edge of Paper to Body					
	24	25	26	27	28	29
BH						
Short	1-9 (6)	1-14 (42)	8 (1)	1-14 (2)	9-14 (2)	7 (1)
Medium	10-19 (2)	10-29 (10)	-	15-19 (2)	-	-
Long	-	25-29 (2)	-	37 (1)	28 (1)	-
V Long	30 (1)	32 (1)	--	39 (1)	-	-
FM						
Short	8 (1)	1-14 (7)	1-14 (7)	5-9 (3)	-	6 (1)
Medium	-	14 (1)	11 (1)	10-19 (2)	-	12 (1)
Long	-	28 (1)	-	-	-	23 (1)

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 6 letters typewritten by Stenographer BH in which there are 24 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 1 to 9.

Conclusion.---There is no consistency of practice with respect to the number of lines in the body in relation to a given number of vertical spaces from the top edge of the paper to the first line of the body.

Number of vertical spaces below body in relation to number of vertical spaces above body:

Table XXX shows that in those letters in which there are 25 vertical spaces from the top edge of the paper to the first line of the body, the number of vertical spaces from the last line of the body to the bottom edge of the paper ranges from 5 to 39. In those letters in which there are 29 vertical spaces above the body the range of spaces below the body is from 10 to 34. The smallest margins of space below the body of the letter are found in the very long letters and the greatest margins of space here are found in the short letters.

TABLE XXX

RANGE OF NUMBER OF SPACES BELOW BODY IN RELATION TO A GIVEN NUMBER
VERTICAL SPACES ABOVE BODY

Stenographer	Number of Spaces from Top Edge of Paper to Body					
	24	25	26	27	28	29
<hr/>						
BH						
Short	25-29 (6)	25-39 (42)	32 (1)	30-34 (2)	30-39 (2)	34 (1)
Medium	20-24 (2)	15-29 (10)	-	20-29 (2)	-	-
Long	-	10-24 (2)	-	18 (1)	8 (1)	-
Very Long	9 (1)	7 (1)	-	8 (1)	-	-
<hr/>						
FM						
Short	33 (1)	25-39 (7)	25-39 (7)	25-39 (3)	-	30-34 (1)
Medium	-	22 (1)	16 (1)	20-24 (2)	-	21 (1)
Long	-	12 (1)	-	-	-	14 (1)

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 6 short letters typewritten by Stenographer BH in which there are 24 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces below the body ranges from 25 to 29.

Conclusion.--There is no consistency of practice with respect to the relationship of the number of spaces below the body of the letter to a given number of spaces above the body of the letter.

Number of lines in body in relation to a given number of paragraphs:

Table XXXI shows that the number of lines in one-paragraph letters ranges from 1 to 14. A five-paragraph letter has as few as 10 lines in the body and a two-paragraph letter contains as many as 29 lines.

TABLE XXXI

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO
A GIVEN NUMBER OF PARAGRAPHS

Stenographer	Number of Paragraphs				
	1	2	3	4	5
BH					
Short	1-9 (42)	2-14 (10)	10-14 (2)	-	-
Medium	10-14 (2)	10-29 (5)	10-19 (6)	15 (1)	-
Long	-	-	29 (1)	28 (1)	37 (1)
V Long	-	-	32 (1)	30 (1)	39 (1)
PM					
Short	1-14 (17)	5 (1)	7 (1)	-	-
Medium	-	10-19 (3)	12 (1)	-	11 (1)
Long	-	23	28	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 42 short letters typewritten by Stenographer BH in which there is 1 paragraph, the number of lines in the body ranges from 1 to 9.

Number of vertical spaces between paragraphs:

One vertical space appears between paragraphs and between the body and the complimentary close in all of the letters in Group B.

Conclusion.--It is the consistent practice in the letters of Group B for 1 vertical space to appear between paragraphs and between the body and the complimentary close.

Number of vertical spaces between complimentary close and typewritten signature:

Three vertical spaces appear between the complimentary close and the typewritten signature in each of the letters in Group B.

Conclusion.--It is consistent practice for 3 vertical spaces to appear between the complimentary close and the next line of writing.

Number of vertical spaces between typewritten signature and title:

A title appears in 25 of the letters typewritten by Stenographer BH. In 22 of these letters, no space appears between the title and the typewritten signature; in 2 short and in 2 medium-length letters, 1 space appears between the typewritten signature and the title.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces which appear between the signature and the title. Usually no space appears, however, 1 space does not cause a letter to be withheld from the mails.

Number of vertical spaces between typewritten signature and reference initials:

Table XXXII shows that the number of vertical spaces between the typewritten signature and the reference initials ranges from 0 to 2 in the 75 letters in which no title appears. In none of Stenographer BH's letters does more than 1 space appear here; while in Stenographer PM's letters, 2 spaces appear in long as well as short letters.

TABLE XXXII

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN TYPEWRITTEN SIGNATURE
AND REFERENCE INITIALS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	0-1 (38)	0-1 (8)	1 (1)	1 (1)
PM	0-2 (19)	1 (5)	2 (2)	-

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the typewritten signature and the reference initials.

Number of vertical spaces between title and reference initials:

In 19 of the 25 letters in which a title appears, there is 1 space between the title and the reference initials; in 6 of the 25 letters, no space appears here. Both no space and 1 space are found in the letters of various lengths.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the title and the reference initials.

Number of horizontal spaces from left edge of paper to date line:

Table XXXIII shows that the number of horizontal spaces from the left edge of the paper to the date line ranges from 46 to 68.

TABLE XXXIII

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	46-68	54-67	51-65	55-63
PM	52-65	49-61	51-60	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the date line.

Number of horizontal spaces from left edge of paper to subject notation:

Table XXXIV shows that the number of horizontal spaces from the left edge of the paper to the subject notation ranges from 25 to 47.

TABLE XXXIV

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER
TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	25-47	34-39	-	47
PM	36-47	40	38	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the subject notation.

Number of horizontal spaces between shortest and longest lines of body:

In all of the letters typewritten by Stenographer BH, the number of horizontal spaces between the shortest and longest lines in the body ranges from 0 to 8. In the letters of Stenographer Pm, this number of spaces ranges from 3 to 9.

Conclusion.--It is consistent practice for the number of horizontal spaces between the shortest and longest lines of the body to be less than 9.

Length of line in relation to length of letter:

The range of the number of horizontal spaces in the lines of the body is from 50 to 69 in the groups of all lengths typewritten by both stenographers.

Conclusion.--There is no consistency of practice with respect to the use of a particular length of line in relation to a given length of letter. The same number of spaces appear in the lines of a short letter as in the lines of a long letter.

Number of horizontal spaces from left edge of paper to closing block:

Table XXXV shows that the number of horizontal spaces from the left edge of the paper to the closing block ranges from 41 to 62. In Stenographer PM's letters, this range is from 41 to 48.

TABLE XXXV

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER
TO CLOSING BLOCK

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH	45-57	43-60	49-62	50-61
PM	43-48	41-47	45-46	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the closing block.

Erasures:

No discernible erasures were found in the letters in Group E.

Conclusion.--It is the consistent practice in the letters in Group B for no discernible erasures to appear.

Spelling Errors:

No errors in spelling were found in the letters in Group B.

Conclusion.--It is consistent practice for words to be spelled correctly in the letters in Group B.

Word division:

No errors in word division were found in the letters in Group B.

In 10 letters, 6 short, 2 medium-length, and 1 long, typewritten by Stenographer BH and in 1 short letter typewritten by Stenographer PM a word is divided after the second stroke or in such a way that two strokes are brought forward to the next line.

In 2 short letters and 1 medium-length letter typewritten by Stenographer BH, the name of a city or a state are hyphenated.

Conclusion.--It is consistent practice in the letters in Group B for no error to appear in the division of a word at the end of a line.

The division of a word after the second stroke or in such a way that two strokes are carried over to the next line does not cause a letter to be withheld from the mails.

The division of a proper noun, the name of a city or a state, does not cause a letter to be withheld from the mails.

Typewriting touch:

An irregularity in the color of the typewriting print, reflecting a slightly uneven touch, was observed in 1 short letter and 2 very long letters typewritten by Stenographer BH; and in 2 short letters and 1 long letter typewritten by Stenographer PM. In 95 of the letters the print color reflects an even touch.

Conclusion.--A letter in which the color of the print indicates that it was typewritten with a slightly uneven touch is not withheld from the mails.

Condition of type:

Three short letters and 2 medium-length letters typewritten by Stenographer BH give the appearance of having been written on machines in which the condition of the type was slightly clogged. One short letter typewritten by the same stenographer appears to have been typewritten on a machine in which the type was dirty. The other letters in this Group appear to have been written on machines having clean type.

Conclusion.-- Although most of the letters in Group B appear to have been typewritten on machines having clean type, a short letter which appears to have been written on a machine having dirty type is not withheld from the mails.

Faulty shifting:

No instances of faulty shifting were found in the letters in Group B.

Conclusion.--It is consistent practice for no instances of faulty shifting to appear in the letters in Group B.

Strikeovers:

No strikeovers were found in the letters in Group B.

Conclusion.--It is consistent practice for no strikeovers to appear in the letters in Group B.

Errors in Grammar:

Table XXXVI shows that the most common error in grammar in the letters in Group B are the omission of the subject, which occurs only in letters typewritten by Stenographer B, and the use of "will" for "shall," which occurs in the letters of both stenographers.

TABLE XXXVI
NUMBER OF LETTERS CONTAINING ERRORS IN GRAMMAR

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
<hr/>				
BH				
Omission of article	3	-	-	-
Omission of subject	1	3	-	1
"will" for "shall"	3	-	-	-
Adverb for adjective: "effectively" for "effective"	1	-	-	-
Omission of predicate	-	3	-	-
Incorrect case: "Someone better than me . . ."	-	-	1	-
 FM				
Omission of article	1	-	-	-
Omission of predicate	1	-	-	-
"will" for "shall"	1	-	1	-
Plural subject, singular predicate	-	-	1	-
<hr/>				

Conclusion.--An error in grammar does not cause a letter to be withheld from the mails.

Punctuation style:

The style of punctuation used throughout the letters in Group B is mixed.

Conclusion.--It is consistent practice for mixed punctuation to be followed in the letters of Group B.

Numbers:

Even amounts of money are expressed with the decimal and two zeros in such sums as \$100.00 and \$50.00. In \$188,000 and \$30,000, the decimal and two zeros are omitted, although these amounts appear in the same letter as a smaller amount in which the decimal and two zeros are written.

The hour is written "11:00 A. M." in a short letter typewritten by Stenographer BH and "eleven o'clock" in a medium-length letter typewritten by the same stenographer. "Ten o'clock" appears in a short letter typewritten by Stenographer PM.

Conclusion.--It is consistent practice for even amounts of hundreds of dollars to be written with the decimal and two zeros, and for even amounts of thousands of dollars to be written without the decimal and two zeros.

There is no consistency of practice with respect to the writing of the hour.

Abbreviations:

"Policy number" is written as "Policy No." each time it appears in the letters in this Group.

Conclusion.--It is consistent practice in the letters in Group B for "policy number" to be abbreviated "Policy No.".

Dash:

The dash appears in 5 letters in Group B. In 2 short letters typewritten by Stenographer BH, it is written as hyphen followed by a space;

in 3 short letters typewritten by Stenographer PM, it is written as a hyphen preceded and followed by a space.

Conclusion.--There is no consistency of practice with respect to the style of the dash in the letters in Group B. The hyphen followed by a space is the style used by Stenographer BH, and the hyphen preceded and followed by a space is the style used by Stenographer PM.

Capitalization:

The following words, when used in reference to the firm represented by the signer of these letters, are capitalized each time they appear in the letters in Group B: company, agency, agent, special agent, and home office.

Conclusion.--It is consistent practice for these words, which refer to the firm represented by the signer of the letters in Group B, to be capitalized: company, agency, agent, special agent, and home office.

Salutation:

In each letter in Group B the salutation includes the name of the person in the inside address.

Conclusion.--It is the consistent practice in the letters in Group B for the salutation to include the name of the person in the inside address.

Subject notation:

The subject notation is underlined in 1 very long letter typewritten by Stenographer BH and in 2 short letters and 1 medium-length letter typewritten by Stenographer PM. In 1 short letter typewritten by Stenographer PM the subject notation is written in all capital letters.

Conclusion.--There is no consistency of practice with respect to the style of writing the subject notation.

Signature:

In each letter in Group B, the signature is written both in pen and on the typewriter.

Conclusion.--It is the consistent practice in the letters in Group B for the signature to be written both in pen and on the typewriter.

Title:

In each of the letters in which a title appears below the typewritten signature, it is capitalized.

Conclusion.--It is consistent practice in the letters in Group B for the title to be capitalized.

Reference initials:

In each letter in Group B, the reference initials appear with the dictator's initials in upper case followed by a colon and the stenographer's initials in lower case.

Conclusion.--It is consistent practice for reference initials to appear with the dictator's initials in upper case followed by a colon and the stenographer's initials in lower case.

Miscellaneous:

Table XXXVII shows that the enclosure notation is omitted by both stenographers in 5 letters of various lengths. Corrections in ink are added to 3 letters of various lengths, typewritten by both stenographers. Arabic numbers appear at the beginning of lines in 4 letters of various lengths typewritten by Stenographer BH and in 1 medium-length letter typewritten by Stenographer PM.

TABLE XXXVII

NUMBER OF LETTERS IN WHICH CERTAIN MISCELLANEOUS ITEMS ARE NOTED

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
BH				
Enclosure omitted (notation)	3	-	2	-
Correction in ink	1	-	1	-
Arabic number at beginning of line	1	1	2	-
PM				
Enclosure omitted (notation)	1	-	-	-
Correction in ink	-	-	1	-
Arabic number at beginning of line	-	1	-	-

Conclusion.--The omission of the enclosure notation does not cause a letter to be withheld from the mails, even though the letter is short in length. Corrections in ink, even in a short letter, do not cause a letter to be withheld from the mails. An arabic number at the beginning of a lines does not cause a letter to be withheld from the mails.

Table XXXVIII gives a summary of the conclusions for each possible factor involved in mailability considered for Group B. It should be remembered that, as defined, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where a consistency of practice is not found throughout the entire group of letters, but is found within the output of a stenographer; within the letters of a particular length; within a large number of letters; or, where the inconsistency is within a narrow range, it is noted as a tendency.

TABLE XXXVIII

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE
FOR THE POSSIBLE FACTORS CONSIDERED FOR GROUP B

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of vertical spaces from top edge of paper to date line		x	15-17
Position of inside address	x (same as date line)		
No. of spaces occupied by inside address	x (3)		
No. of spaces from inside address to salutation		x	4 for Stenographer BH
No. of spaces from top edge of paper to subject notation		x	25 for Stenographer BH

TABLE XXXVIII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency Tendency
No. of spaces occupied by subject notation		x	
No. of spaces from top edge of paper to body		x	24-29
No. of lines in body in relation to no. of spaces from top edge of paper to body		x	
No. of spaces from top edge of paper to first line in relation to no. of spaces from last line of body to bottom edge of paper		x	
No. of lines in body in relation to no. of para- graphs		x	
No. of spaces between para- graphs and between body and complimentary close	x (1)		
No. of spaces between com- plimentary close and type- written signature	x (3)		
No. of spaces between type- written signature and title		x	None
No. of spaces between type- written signature and reference initials		x	
No. of spaces between title and reference initials		x	

TABLE XXXVIII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Horizontal Placement			
No. of spaces from left edge of paper to date line		x	
No. of spaces from left edge of paper to subject notation		x	
No. of spaces between shortest and longest lines of body	x (less than 9)		
Length of line in relation to length of letter		x	
No. of spaces from left edge of paper to closing block		x	
Absence of erasures	x		
Correctness of spelling	x		
Correctness of word division	x		
Evenness of typewriting touch		x	
Cleanliness of type		x	Clean
Even alignment of type	x		
Absence of strikeovers	x		
Correctness of grammar		x	
Punctuation style	x (mixed)		
Numbers			
Even hundred amounts	x (with decimal and two zeros)		
Even thousand amounts	x (without decimal and two zeros)		

TABLE XXXVIII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Abbreviations			
Policy number	x (Policy No.)		
Style of dash		x	Hyphen followed by space for Stenographer BH Hyphen preceded and followed by space for Stenographer PM
Capitalization			
Company	x		
Agency	x		
Agent	x		
Special agent	x		
Home Office	x		
Style of salutation	x (includes name of person in inside address)		
Style of subject notation		x	
Style of signature	x (both in pen and on typewriter)		
Style of title	x (capitalized)		
Style of reference initials	x (dictator's initials in upper case, followed by colon and stenographer's initials in lower case)		

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group B.

The standard of mailability for the correspondence of Group B consists of the following factors:

1. The inside address is aligned vertically with the date.
2. The inside address occupies 3 vertical spaces.
3. There is 1 vertical space between paragraphs and between the body and the complimentary close.
4. There are 3 vertical spaces between the complimentary close and the typewritten signature.
5. There are no more than 9 horizontal spaces between the shortest and longest lines of the body.
6. There are no discernible erasures.
7. Words are spelled correctly.
8. Words are correctly divided at the end of a line.
9. The type is evenly aligned.
10. There are no strikeouts.
11. Mixed punctuation style is used.
12. Even sums of money in the hundreds are expressed with a decimal and two zeros; even sums of money in the thousands are expressed without a decimal and two zeros.
13. "Policy number" is abbreviated "Policy No.".
14. These words, referring to the concern represented by the signer, are capitalized: company, agency, agent, special agent, home office.
15. The salutation includes the name of the person in the inside address.
16. The signature is written both in pen and on the typewriter.
17. The reference initials are written with the dictator's initials in upper case, followed by a colon and the stenographer's initials in lower case.

CHAPTER V

GROUP C

The letters in Group A were addressed to the controller in the home office and signed by the manager of the fifth largest branch office of a life insurance company. The manager of this branch has been with the firm for twenty-one years and has served as branch manager for twenty years.

Twenty-seven agents are connected with this branch and ten stenographers and clerical workers are employed in the office.

Second-page headings, different sizes of stationery, and intra-company correspondence forms, as well as letterhead stationery are supplied to the branch offices.

In the letterhead stationery, the letterhead occupies 12 vertical spaces (2 inches) from the top edge of the paper and there are 18 elite spaces (1 1/2 inches) from the letterhead to the side edges of the paper.

In the full-size (8 1/2 x 11 inches) intra-company correspondence stationery, the heading occupies 10 vertical spaces (slightly more than 1 1/2 inches) and there are 9 elite spaces (3/4 of an inch) from the letterhead to the side edges of the paper.

The heading for half-size (8 1/2 x 5 1/2 inches) intra-company correspondence stationery occupies the same space as the heading for the full-size intra-company correspondence stationery.

The heading on the intra-company correspondence stationery provides ruled lines for the name of the person to whom the letter is addressed; the department or office in which that person is employed; the name of the person writing the letter; the subject; the date; and the pen-written

signature at the bottom of the sheet.

These letters were written on machines having elite type. Single spacing is used and a semi-block style is followed.

All letters are typewritten on one page.

Three of the letters of medium-length, one typewritten by Stenographer VP, one by Stenographer SB, and one by a "Miscellaneous" Stenographer, were written on intra-company correspondence full-size stationery. Therefore, these letters are not included in the reports of findings on such factors as the vertical placement of the inside address and the horizontal position of the date line.

Table XXXIX shows the distribution of the letters in Group C, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE XXXIX

DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter				
	Short	Medium	Long	V Long	T
KH	25	18	7	4	54
VP	7	3	5	-	15
SB	2	6	2	1	11
KW	2	1	1	-	4
AB	-	2	-	-	2
Miscellaneous*	4	7	-	3	14
Total	40	37	15	8	100

*The 14 "Miscellaneous" letters consist of 7 letters bearing no reference initial and 7 letters each bearing different initials.

Number of vertical spaces from top edge of paper to date line:

Table XL shows that the number of vertical spaces from the top edge of the paper to the date line ranges from 14 to 24. In Stenographer SB's ten letters in which a date line appears, the number of vertical spaces from the top edge of the paper to the date line is 15 or 16. There are fifteen vertical spaces from the top edge of the paper to the date line in a short letter, and there are 20 spaces here in a long letter. (It should be remembered that the heading extends 12 vertical spaces or 2 inches from the top edge of the paper.)

TABLE XL

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	20-23	18-24	17-21	20-21
VP	19-22	18-19	14-18	-
SB	15-16	15-16	15-16	15
KW	21-23	20	18	-
AB	-	15	-	-
Miscellaneous	16-22	13-15	-	14-15

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the date line in the letters in Group C. There are 15 or 16 spaces from the top edge of the paper to the date line in the letters of Stenographer SB.

Number of vertical spaces from date line to inside address:

Table XLI shows that the number of vertical spaces between the date line and the inside address ranges from 1 to 7. In the letters of Stenographers VP and KW this number of spaces is 3.

TABLE XLI

RANGE OF NUMBER OF VERTICAL SPACES FROM DATE LINE TO INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	3-6	1-3	1-3	1-3
VP	3	3	3	-
SB	3-4	2-4	2-3	1
KW	3	3	3	-
AB	-	2-3	-	-
Miscellaneous	3-6	2-7	-	3-4

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the date line and the inside address. In the letters of Stenographers VP and KW, it is consistent practice for this number of vertical spaces to be 3.

Number of vertical spaces from top edge of paper to inside address:

Table XLII shows that the number of vertical spaces from the top edge of the paper to the inside address ranges from 15 to 28. In the letters of Stenographers KH, VP, SB, and KW, the larger number of spaces from the top edge of the paper to the inside address is in the short letters and the fewer number is in the long and very long letters.

TABLE XLII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	23-28	22-27	20-25	20-25
VP	23-25	22-23	18-21	-
SB	20	18-19	18-19	18
KW	25-27	24	22	-
AB	-	17-18	-	-
Miscellaneous	23-26	15-23	-	19-23

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the inside address. In the letters of Stenographers KH, VP, SB, and KW, there is a tendency for this number of spaces to decrease as the length of the letter increases.

Number of vertical spaces occupied by inside address:

In 4 letters, 2 short and 2 medium-length, typewritten by Stenographer KH and in 1 "Miscellaneous" letter, the inside address occupies 4 vertical spaces. In the remaining 92 letters, written on letterhead stationery, the inside address occupies 3 vertical spaces.

Conclusion.—It is consistent practice for the inside address to occupy at least 3 vertical spaces.

Number of vertical spaces between inside address and salutation:

The number of vertical spaces between the inside address and the salutation is 1 in each of the letters containing an inside address.

Conclusion.---It is consistent practice for 1 vertical space to appear between the inside address and the salutation in the letters in Group C.

Number of vertical spaces from top edge of paper to body:

Table XLIII shows that the number of vertical spaces from the top edge of the paper to the first line of the body ranges from 16 to 35. In 36 of the 40 short letters, there are from 30 to 34 vertical spaces from the top edge of the paper to the first line of the body. (The three medium-length letters in which there are 16, 17, and 19 vertical spaces from the top edge of the paper to the first line of the body are those written on intra-company correspondence stationery.)

TABLE XLIII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO FIRST LINE
OF BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	30-34	28-33	26-31	28-31
VP	30-32	16-30	24-29	-
SB	27	17-29	26-33	27
KW	31-35	32	28	-
AB	-	26-28	-	-
Miscellaneous	30-34	19-29	-	24-25

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first line of the body. There is a tendency in the short letters of this Group for this number of spaces to range from 30 to 34.

Number of lines in body in relation to a given number of vertical spaces
from top edge of paper to body:

Table **XLIV** shows the letters in which there are 31 or 32 spaces from the top edge of the paper to the body as containing from 5 to 29 lines. In the letters in which there are 29 or 30 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 5 to 39.

TABLE XLIV

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO BODY

Stenographer	Number of Vertical Spaces from Top Edge of Paper to Body										
	15- 16	17- 18	19- 20	21- 22	23- 24	25- 26	27- 28	29- 30	31- 32	33- 34	35- 36
KH	-	-	-	-	-	15-24 (2)	10-19 (4)	5-39 (14)	5-29 (25)	5-19 (9)	-
VP	12 (1)	-	-	-	23 (1)	10-29 (2)	28 (1)	10-24 (4)	5-14 (6)	-	-
SB	-	17 (1)	-	-	-	10-34 (6)	5-29 (3)	-	-	-	8 (1)
KW	-	-	-	-	-	-	17 (1)	-	10-19 (2)	-	9 (1)
AB	-	-	-	-	-	11- (1)	12 (1)	-	-	-	-
Miscellaneous	-	-	18	-	30-34	10-34	10-19	5-14	5-9	12	-

Note: Because of the wide range in the number of vertical spaces from the top edge of the paper to the date line and the large number of stenographers involved in this group of correspondence, this relationship and those in the succeeding similar tables is presented only according to stenographer. This table should be read: In the letters typewritten by Stenographer KH in which there are 25 or 26 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 15 to 24.

Conclusion.—There is no consistency of practice with respect to the number of lines in the body in relation to a given number of vertical spaces from the top edge of the paper to the first line of the body.

Number of vertical spaces below body in relation to number of vertical spaces above body:

Table XLV shows that in those letters in which there are 31 or 32 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces from the last line of the body to the bottom edge of the paper ranges from 8 to 32. In those letters in which there are 29 or 30 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces below the body ranges from six to 30.

TABLE XLV

RANGE OF NUMBER OF VERTICAL SPACES BELOW BODY IN RELATION TO NUMBER OF SPACES ABOVE BODY

Stenographer	Number of Vertical Spaces from Top Edge of Paper to Body										
	15- 16	17- 18	19- 20	21- 22	23- 24	25- 26	27- 28	29- 30	31- 32	33- 34	35- 36
KH	-	-	-	-	-	13-16 (2)	13-18 (4)	6-24 (14)	8-32 (25)	17-28 (9)	-
VP	35 (1)	-	-	-	14 (1)	9-12 (2)	10 (1)	13-24 (4)	17-28 (6)	-	-
SB	-	30 (1)	-	-	-	11-26 (6)	9-32 (3)	-	-	-	16 (1)
KW	-	-	-	-	-	-	16 (1)	-	22-27 (2)	-	23 (1)
AB6	-	-	-	-	-	-	26 (1)	20 (1)	-	-	-
Miscellaneous	-	-	25 (1)	-	3-26 (2)	15-24 (3)	29-30 (3)	25-28 (2)	5-24 (2)	6 (1)	-

Note: This table should be read: In the letters typewritten by Stenographer KH in which there are 25 or 26 vertical spaces from the top edge of the paper to the first line of the body, the number of vertical spaces from the last line of the body to the bottom edge of the paper ranges from 13 to 16.

Conclusion.---There is no consistency of practice with respect to the number of spaces below the body of the letter in relation to a given number of spaces above the body of the letter.

Number of lines in body in relation to a given number of paragraphs:

Table XLVI shows that the number of paragraphs ranges from 1 to 7. In all of the one-paragraph letters there are from 5 to 9 lines in the body. In the four-paragraph letters there are not less than 10 lines in the body, and in the five-paragraph letters there are not less than twenty lines in the body. Letters of 29 lines are divided into 2 paragraphs in 1 letter and into as many as 5 paragraphs in another.

TABLE XLVI

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER OF PARAGRAPHS

Stenographer	Number of Paragraphs						
	1	2	3	4	5	6	7
KH	5-9 (3)	5-24 (15)	5-19 (18)	10-29 (14)	25-29 - (2)		30-39 (2)
VP	5-9 (3)	5-14 (6)	15-29 (2)	29 (1)	20-24 - (3)		-
SB	6 (1)	5-29 (5)	10-24 (3)	25-29 (2)	-	-	-
KW	-	9 (1)	10-19 (2)	17 (1)	-	-	-
AB	-	-	10-14 (2)	-	-	-	-
Miscellaneous	-	5-9 (2)	5-19 (9)	-	34 (1)	30-34 (2)	-

Note: The number in paranthesis indicates the frequency of the letters in the classification. This table should be read: The 3 letters typewritten by Stenographer KH in which there is 1 paragraph, the number of lines in the body ranges from 5 to 9.

Conclusion.--There is no consistency of practice with respect to the number of paragraphs into which a particular number of lines in the body is divided nor with respect to the number of lines in a paragraph.

Number of vertical spaces between paragraphs:

One vertical space appears between paragraphs and between the last paragraph and the complimentary close.

Conclusion.--It is consistent practice for one space to appear

between paragraphs and between the last paragraph and the complimentary close.

Number of vertical spaces between complimentary close and title:

In all of the letters except those of Stenographer SB and "Miscellaneous," the number of vertical spaces between the complimentary close and the title is 3. In the letters of SB this number of spaces ranges from 3 to 6, and in the "Miscellaneous" letters this number of spaces ranges from 2 to 5.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the complimentary close and the title. In the letters of Stenographers KH, VP, KW, and AB, it is consistent practice for 3 vertical spaces to appear here. However, the appearance of only 2 vertical spaces between the complimentary close and the title does not cause a letter to be withheld from the mails.

Number of vertical spaces between title and reference initials:

Table XLVII shows that the number of vertical spaces between the title and the reference initials ranges from 0 to 6. In all of the letters of Stenographer VP there is 1 space here and in all of the letters of Stenographer KW there are 2 spaces here.

TABLE XLVII

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN TITLE AND REFERENCE INITIALS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	1-2	0-2	0-2	0-2
VP	1	1	1	-
SB	1	0-4	0	0
KW	2	0	2	-
AB	-	5-6	-	-
Miscellaneous	0-2	0	-	0

Conclusion.--There is no consistency of practice with respect to the number of spaces between the title and the reference initials. It is consistent practice for 1 space to appear here in the letters of Stenographer VP and for 2 spaces to appear here in the letters of Stenographer KW.

Number of vertical spaces between reference initials and enclosure notation:

In the 14 letters in which an enclosure notation appears, there is one vertical space between the reference initials and this notation.

Conclusion.--It is consistent practice for 1 vertical space to appear between the reference initials and the enclosure notation.

Number of horizontal spaces from left edge of paper to date line:

Table XLVIII shows that the number of horizontal spaces from the left edge of the paper to the date line ranges from 34 to 74. In the letters of Stenographer VP, this range is from 46 to 49 spaces; and, in the letters of Stenographer SB, this range is from 47 to 51 spaces.

TABLE XLVIII

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	46-55	47-64	48-71	46-64
VP	47-49	47-49	46-49	-
SB	49-50	47-50	48-51	49
KW	52-57	49	49	-
AB	-	59	-	-
Miscellaneous	48-74	34-61	-	34-36

Conclusion.—There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the date line. It is consistent practice for from 46 to 49 spaces to appear here in the letters of Stenographer VP and from 47 to 51 spaces to appear here in the letters of Stenographer SB.

Number of horizontal spaces between longest and shortest lines of
inside address:

Table XLIX shows that the range of horizontal spaces between the longest and shortest lines of the inside address is from 1 to 27.

TABLE XLIX

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN LONGEST AND SHORTEST LINES
OF INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	1-17	5-16	7-13	13-15
VP	10-13	10-27	5-16	-
SB	13-18	15-19	17-18	15
KW	14	14	11	-
AB	-	19-20	-	-
Miscellaneous	3-13	3-20	-	13-17

Conclusion.—There is no consistency of practice with respect to the number of spaces between the longest and shortest lines of the inside address. A difference of as many as 27 spaces does not cause a letter to be withheld from the mails.

Number of horizontal spaced indented for paragraphs:

Table L shows that the number of horizontal spaced indented for each paragraph ranges from 8 to 26. This number of spaces is 10 in all of Stenographer VP's letters. Twenty spaces are indented for each paragraph in 1 very long letter, while only 7 are indented for each paragraph in a short letter.

TABLE L

RANGE OF NUMBER OF SPACES INDENTED FOR EACH PARAGRAPH

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	7-13	8-15	9-13	7-14
VP	10	10	10	-
SB	17	12-26	12-13	20
KW	10-12	8	11	-
AB	-	16-19	-	-
Miscellaneous	9-11	8-15	-	10-11

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces indented for each paragraph in the letters in Group C. It is consistent practice for 10 spaces to be indented in the letters typewritten by Stenographer VP.

Number of horizontal spaces between shortest and longest lines in body:

Table LI shows that the number of horizontal spaces between the longest and shortest lines of the body of the letter ranges from 0 to 14. In the letters of Stenographers KH, VP, and KW, this number of spaces is no more than 9; in the short and medium-length letters, this number of spaces is no more than 8.

TABLE LI

NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST AND LONGEST LINES IN BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	0-7	1-8	4-7	3-9
VP	3-6	3-7	5-8	-
SB	7-8	2-8	8-14	11
KW	4-6	4	5	-
AB	-	6-8	-	-
Miscellaneous	1-5	3-7	-	9-14

Conclusion.--Letters in which there are as many as 14 horizontal spaces between the shortest and longest lines of the body are not withheld from the mails. In the letters of Stenographers KH, VP, and KW, this number of spaces is no more than 9. Wider differences appear in the long and very long letters than in the short or medium-length letters.

Length of line in relation to length of letter:

Table LII shows that the number of horizontal spaces occupied by the lines of the body ranges from 30 to 79. In the medium-length letters of Stenographer KH, the lines of the body occupy up to 79 horizontal spaces, while in the very long letters typewritten by the same stenographer, the lines of the body occupy up to 69 horizontal spaces. In the long letters typewritten by Stenographer SB the lines of the body occupy up to 49 horizontal spaces, while in a medium-length letter typewritten by the same stenographer, the lines of the body occupy up to 69 horizontal spaces.

TABLE LII
RELATIONSHIP OF LENGTH OF LINE TO LENGTH OF LETTER

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	30-59	40-79	40-79	50-69
VP	30-49	40-59	50-69	-
SB	40-49	40-69	40-49	60-69
KW	30-49	50-59	70-79	-
AB	-	40-49	-	-
Miscellaneous	40-49	40-69	-	50-59

Conclusion.—There is no consistency of practice with respect to the number of horizontal spaces in the lines of the body in relation to the length of letter. A relatively short line in a long letter, and a long line in a short letter does not cause the letter to be withheld from the mails.

Number of horizontal spaces from left edge of paper to closing block:

Table LIII shows that the number of spaces from the left edge of the paper to the closing block ranges from 33 to 57. In Stenographer VP's letters this number of spaces ranges from 46 to 49.

TABLE LIII

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER
TO CLOSING BLOCK

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	42-50	44-55	48-52	50-53
VP	46-49	47	47-48	-
SB	49	46-49	51	50
KW	50-54	46	51	-
AB	-	33-35	-	-
Miscellaneous	45-53	45-57	-	46-48

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the closing block in the letters in Group C.

Number of discernible erasures:

Table LIV shows that in the 8 letters in which discernible erasures appear, the number of discernible erasures ranges from 1 to four.

TABLE LIV

NUMBER OF LETTERS CONTAINING DISCERNIBLE ERASURES

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH	-	-	-	1 (1)
VP	-	-	-	-
SB	-	1 (1)	4 (1)	-
KW	-	-	-	-
AB	-	1 (1)	-	-
Miscellaneous	1 (1)	3 (2)	-	1 (1)

Conclusion.--Discernible erasures appear occasionally in the letters in Group C. A long letter in which there are as many as 4 erasures is not withheld from the mails.

Quality of discernible erasures:

One erasure found in a medium-length letter typewritten by Stenographer SB and one erasure found in a "Miscellaneous" letter of medium-length are noticeable, but clean. The other erasures are all barely noticeable.

Conclusion.--Discernible erasures in the letters in Group C are usually barely noticeable. However, erasures that are noticeable, but clean, do not cause a letter to be withheld from the mails.

Spelling:

"Commisions" is written for "commissions" in a short letter, typewritten by Stenographer KH.

Conclusion.--Spelling errors are rare in the letters in Group C. A spelling error, however, does not cause a letter to be withheld from the mails, even though the letter is short.

Typewriting touch:

An irregularity in print color reflecting a slight unevenness of touch appears in 1 short and in medium-length letter. The print color of the other 97 letters reflects an even typewriting touch.

Conclusion.--There is no consistency of practice with respect to the touch used in the typewriting of the letters in this Group. The color of the print in most of the letters reflects an even touch; however, an irregularity in the color of the print reflecting an uneven touch does not cause the letter to be withheld from the mails.

Condition of type:

All the letters in this Group appear to have been written on machines in which the type was clean.

Conclusion.—It is consistent practice for the letters in Group C to appear to have been typewritten on machines in which the type was clean.

Faulty shifting:

No instance of faulty shifting was found in the letters in Group C.

Conclusion.—It is consistent practice for the type to be evenly aligned in the letters in Group C.

Strikeovers:

A strikeover appears in one short "Miscellaneous" letter.

Conclusion.—A strikeover occurs rarely in the letters in Group C; however, its presence does not cause a letter, even though short in length, to be withheld from the mails.

Punctuation Style:

The letters of KH and 7 "Miscellaneous" follow a mixed style of punctuation, except that a comma follows the firm name in the inside address. Three of the "Miscellaneous" letters follow the open style of punctuation. All of the other letters follow the mixed punctuation style.

Conclusion.—There is no consistency of practice with respect to the style of punctuation followed by the letters in Group C. However, each stenographer is consistent in her use of one style of punctuation.

Grammar:

Table LVI shows that the most common error in grammar is the use of "will" for "shall" in "I will appreciate." This phrase appears in the letters of various lengths, typewritten by different stenographers. There are 3 instances of failure to use the possessive case before the participle.

TABLE LVI
NUMBER OF LETTERS CONTAINING ERRORS IN GRAMMAR

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
KH				
"Will" for "shall"	5	1	3	-
Omission of article	3	2	-	-
"As" for "so"	-	-	1	-
Plural pronoun following singular antecedent	-	-	-	1
VP				
"Will" for "shall"	1	1	1	-
No possessive before participle	-	-	1	-
SB				
"Will" for "shall"	-	-	-	1
No possessive before participle	-	1	-	-
KW				
"Will" for "shall"	-	1	-	-
No possessive before participle	1	-	-	-
"Direct" for "directly"	1	-	-	-
AB				
"Will" for "shall"	-	1	-	-
Miscellaneous				
"Will" for "shall"	1	-	-	-

Conclusion.--Errors in grammar do not cause a letter to be withheld from the mails.

Abbreviations:

"Policy number" is written as "policy #" each time this phrase appears in this Group of letters.

Conclusion.--It is consistent practice for "policy number" to be written "policy #".

Numbers:

Even sums of money are written with the decimal and 2 zeros, except in 1 letter in which \$2,500 appears without the decimal and two zeros.

Conclusion.--There is no consistency of practice with respect to the style of writing even sums of money. Such amounts are usually written with the decimal and 2 zeros, but their absence does not cause a letter to be withheld from the mails.

Capitalization:

These words, referring to the firm represented by the signer of these letters, are capitalized each time they appear: agency, company, and home office.

Conclusion.--It is consistent practice for the words, agency, company, and home office, to be capitalized.

Salutation:

The salutation in each letter includes the name of the person to whom the letter is addressed.

Conclusion.-- It is consistent practice for the salutation to include the name of the person to whom the letter is addressed.

Signature:

In each the letter the signature is written in pen only. No typewritten signature appears in any of the letters in Group C.

Conclusion.--It is consistent practice for the signature to be written in ink only.

Title:

In each letter the title is typewritten in all capital letters.

Conclusion.-- It is consistent practice for the title to be written in all capital letters.

Reference initials:

In each letter the reference initials appear with the dictator's initials in upper case, followed by a colon and the stenographer's initials in lower case.

Conclusion.--It is consistent practice for the reference initials to be written with the dictator's initials in upper case, followed by a colon and the stenographer's initials in lower case.

Enclosure notation:

The enclosure notation is abbreviated "Enc." each time it appears in a letter in Group C.

Conclusion.--It is consistent practice for the enclosure notation to appear as "Enc." in the letters in Group C.

Dash:

The dash appears in 6 letters of various lengths typewritten by Stenographer KH, VP, and AB. In each instance it is written as a hyphen, preceded and followed by a space.

Conclusion.--It is consistent practice for the dash to be expressed as a hyphen preceded and followed by a space.

Table LVII gives a summary of the conclusions for each possible factor involved in mailability considered for Group C. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where an inconsistency of practice is not found throughout the entire group of correspondence, but is found within the output of each stenographer; within the letters of a particular length; within a large number of letters; or where the inconsistency is within a narrow range, it is noted as tendency.

TABLE LVII

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE
FOR THE POSSIBLE FACTORS CONSIDERED FOR GROUP C

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of vertical spaces from top edge of paper to date line		x	15-16 for Stenographer SB
No. of spaces from date line to inside address		x	3 for Stenographers VP and KW
No. of spaces from top edge of paper to inside address		x	Decreases as letter length increases for KH, VP, SB, and KW
No. of spaces occupied by inside address	x (3)		
No. of spaces between inside address and salutation	x (1)		
No. of spaces from top edge to first line of body		x	30-34 in short letters

TABLE LVII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of lines in body in relation to a given no. of spaces from top edge to body		x	
No. of spaces below body in relation to no. of spaces above body		x	
No. of lines in body in relation to a given no. of paragraphs		x	
No. of vertical spaces between paragraphs and between last line of body and complimentary close	x (1)		
No. of spaces between complimentary close and reference initials		x	3 for Stenographers KH, VP, KW, and AB
No. of spaces between title and reference initials		x	1 for Stenographer VP 2 for Stenographer KW
No. of spaces between reference initials and enclosure notation	x (1)		
Horizontal Placement			
No. of spaces from left edge to date line		x	46-49 for Stenographer VP; 47-51 for Stenographer SB
No. of spaces between longest and shortest lines of inside address		x	
No. of horizontal spaces indented for each paragraph		x	10 for Stenographer VP
Length of line in relation to length of letter		x	
No. of spaces between shortest and longest lines of body		x	No more than 9 for Stenographers KH, VP, and KW

TABLE LVII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of spaces from left edge of paper to closing block		x	
Absence of erasures		x	
Neatness of erasures		x	Barely noticeable
Correctness of spelling		x	
Evenness of typewriting touch		x	
Cleanliness of type	x		
Even alignment of type	x		
Absence of strikeovers		x	Rarely occur
Punctuation style		x	Consistent for each stenographer
Correctness of grammar	x		
Abbreviations			
Policy number	x (policy #)		
Numbers			
Even sums of money		x	Decimal and two zeros
Capitalization			
Agency	x		
Company	x		
Home office	x		
Style of salutation	x (includes name of person in inside address)		
Style of signature	x (ink only)		

TABLE LVII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Style of title	x (all capital letters)		
Style of reference initials	x (dictator's initials in upper case, followed by stenographer's initials in lower case)		
Style of enclosure nota- tion	x (Enc.)		
Style of dash	x (hyphen, preceded and followed by a space)		

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group C.

The standard of mailability for the correspondence of Group C consists of the following factors:

1. The inside address occupies 3 vertical spaces.
2. There is 1 vertical space between the inside address and salutation.
3. There is 1 vertical space between paragraphs and between the last line of the body and the complimentary close.
4. There is 1 vertical space between reference initials and the enclosure notation.
5. The type on the machines used in typewriting letters is clean.
6. The type is evenly aligned with no instances of faulty shifting.
7. The grammar is correct.
8. "Policy number" is abbreviated "policy #".
9. These words, when used in reference to the company represented by the signer of these letters, are capitalized: agency, home office, company.
10. The signature is written in ink only.
11. The title is written in all capital letters.
12. The reference initials are written with the dictator's initials in upper case, followed by a mon and the stenographer's initials in lower case.
13. The enclosure notation is abbreviated "Enc.".
14. The dash is written as a hyphen, preceded and followed by a space.

CHAPTER VI

GROUP D

The letters in Group D were addressed to the controller in the home office and signed by the cashier of the second largest branch of a life insurance company. The cashier has been with the firm fifteen years and has served as cashier for three.

Thirty-five to forty agents are usually connected with this branch and eight stenographers and clerks are employed in the office.

These letters were written on full and half-size intra-company correspondence stationery as described for Group C.

These letters were written on machines having elite type. Single spacing is used. Each paragraph is indented.

All letters are typewritten on one page.

Table LVIII shows the distribution of the letters in Group D, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE LVIII
DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter			Total
	Short	Medium	Long	
ET	45	35	3	83
BH	12	5	-	17
Total	57	40	3	100

For the possible factors involved in placement the letters were also considered on the basis of size of stationery. Table LIX shows the distribution of letters in Group D, classified by length and by stenographer and divided on the basis of size used throughout the report on the findings for each possible factor in vertical and horizontal placement (unless specified otherwise in the table).

TABLE LIX
DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER
AND SIZE OF STATIONERY

Size of Stationery	Length of Letter			Total
	Short	Medium	Long	
Half-size				
Stenographer ET	45	19	-	64
Stenographer BR	12	1	-	13
Total	57	20	-	77
Full-size				
Stenographer ET	-	16	3	19
Stenographer BR	-	4	-	4
Total	-	20	3	23

Number of vertical spaces from top edge of paper to body:

Table LX shows that the number of vertical spaces from the top edge of the paper to the first line of the body ranges from 11 to 16 in the letter on the half-size stationery and ranges from 12 to 20 in the letters written on full-size stationery. In the letters written on half-size stationery there are as few as 11 spaces from the top edge in short letters; and as many as 15 spaces from the top edge in medium-length letters. In the letters written on full-size stationery, there are as few as 12 spaces from the top edge in medium-length letters, and as many as 17 spaces from the top edge in long letters.

TABLE LX

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO BODY OF LETTER

Size of Stationery	Length of Letter		
	Short	Medium	Long
Half-size			
Stenographer ET	11-15	11-16	-
Stenographer BR	12-15	12	-
Full-size			
Stenographer ET	-	12-19	14-17
Stenographer BR	-	18-20	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first line of the body.

Number of lines in body in relation to a given number of vertical spaces from top edge of paper to body:

Table LXI shows that in the letters on half-size stationery in which there are 12 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 3 to 13. In the letters written on full-size stationery in which there are 15 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 11 to 20.

TABLE LXI

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO BODY OF LETTER

Size of Stationery	Number of Vertical Spaces from Top Edge of Paper to Body									
	11	12	13	14	15	16	17	18	19	20
Half-size										
Stenographer ET										
Short	3-8 (6)	4-9 (15)	4-8 (19)	4-7 (4)	4 (1)	-	-	-	-	-
Medium	11-16 (12)	7-13 (4)	9-12 (2)	7 (1)	-	-	-	-	-	-
Stenographer BR										
Short	-	3-9 (6)	3-5 (4)	9 (1)	3 (1)	-	-	-	-	-
Medium	-	12 (1)	-	-	-	-	-	-	-	-
Full-size										
Stenographer ET										
Medium	-	21 (1)	-	-	11-17 (7)	13-21 (4)	18 (1)	11 (1)	15-16 (2)	-
Long	-	-	-	30 (1)	20 (1)	21 (1)	-	-	-	-
Stenographer BR										
Medium	-	-	-	-	-	-	-	12 (1)	18-19 (2)	17 (1)

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 16 short letters typewritten by Stenographer ET in which there are 11 vertical spaces from the top edge of the paper to the first line of the body, the range of the number of lines in the body is from 3 to 8.

Conclusion.--There is no consistency of practice with respect to the number of lines in the body of the letter in relation to a given number of vertical spaces from the top edge of the paper to the first line of the body.

Number of vertical spaces between paragraphs:

In each of the letters in Group D there is 1 vertical space between paragraphs.

Conclusion.--It is consistent practice for 1 vertical space to appear between paragraphs.

Number of lines in body in relation to a given number of paragraphs:

Table LXII shows that in the half-size letters with 2 paragraphs the number of lines in the body ranges from 4 to 16. In the three-paragraph letters written on full-size stationery, the range of the number of lines in the body is from 11 to 19. A three-paragraph letter written on half-size stationery has as few as 6 lines in the body and a five-paragraph letter written on full-size stationery has as few as 12 lines in the body.

TABLE LXII

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER OF PARAGRAPHS

Size of Stationery	Number of Paragraphs					
	1	2	3	4	5	6
Half-size						
Stenographer ET						
Short	4-7 (12)	4-8 (26)	6-9 (7)	-	-	-
Medium	-	9-13 (13)	7-16 (6)	10-13 (3)	-	-
Stenographer BR						
Short	6 (1)	3-9 (10)	8 (1)	-	-	-
Medium	-	10 (1)	-	-	-	-
Full-size						
Stenographer ET						
Medium	-	11-16 (3)	12-21 (9)	15-19 (3)	18 (1)	-
Long	-	-	20 (1)	21 (1)	30 (1)	-
Stenographer BR						
Medium	-	-	11-19 (3)	-	12 (1)	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 12 short letters typewritten on half-size stationery by Stenographer ET in which there is 1 paragraph, the number of lines in the body ranges from 4 to 7.

Conclusion.--There is no consistency of practice with respect to the number of lines in a paragraph or the number of paragraphs into which a letter of a given number of lines is divided.

Number of vertical spaces below body in relation to a given number of spaces above body:

Table LXIII shows that the letters written on half-size stationery in which there are 12 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces below the body ranges from 1 to 16. In the letters written on full-size stationery in which there are 15 vertical spaces from the top edge of the paper to the first line of the body, the number of vertical spaces below the body ranges from 17 to 35.

TABLE LXIII

RANGE OF NUMBER OF VERTICAL SPACES BELOW BODY OF LETTER IN RELATION TO A GIVEN NUMBER OF SPACES ABOVE BODY OF LETTER

Size of Stationery	Number of Vertical Spaces from Top Edge of Paper to Body									
	11	12	13	14	15	16	17	18	19	20
Half-size										
Stenographer ET										
Short	3-17 (16)	4-14 (15)	5-16 (19)	3-14 (4)	15 (1)	-	-	-	-	-
Medium	2-7 (12)	4-9 (4)	10 (2)	7 (1)	-	-	-	-	-	-
Stenographer BR										
Short	-	1-16 (6)	13-14 (4)	6 (1)	13 (1)	-	-	-	-	-
Medium	-	7 (1)	-	-	-	-	-	-	-	-
Full-size										
Stenographer ET										
Medium	-	29 (1)	-	-	17-35 (7)	27-34 (4)	31 (1)	34 (1)	28 (2)	-
Long	-	-	-	15 (1)	26 (1)	22 (1)	-	-	-	-
Stenographer BR										
Medium	-	-	-	-	-	-	-	26 (1)	23 (1)	20 (1)

Note: This table should be read: In the 16 short letters typewritten by Stenographer ET on half-size stationery in which there are 11 vertical spaces from the top edge of the paper to the body, the number of spaces below the body of the letter ranges from 3 to 17.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces below the body in relation to the number of vertical spaces above the body.

Number of vertical spaces between body of letter and reference initials:

Table LXIV shows that the number of vertical spaces from the last line of the body to the reference initials ranges from 0 to 8. In a short letter typewritten on half-size stationery by Stenographer BR, there are no vertical spaces between the body and the reference initials, and in a medium-length letter typewritten on the same size stationery by Stenographer ET, there are 7 vertical spaces between the body of the letter and the reference initials. In a medium-length letter typewritten on full-size stationery by Stenographer BR, there is 1 vertical space between the body of the letter and the reference initials; in a long letter typewritten on the same size stationery by Stenographer ET, there are 4 vertical spaces from the last line of the body to the reference initials.

TABLE LXIV

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN BODY OF LETTER AND
REFERENCE INITIALS

Size of Stationery	Length of Letter		
	Short	Medium	Long
Half-size			
Stenographer ET	1-6	1-7	-
Stenographer BR	0-7	1	-
Full-size			
Stenographer ET	-	3-8	3-4
Stenographer BR	-	1-2	-

Conclusion.---There is no consistency of practice with respect to the number of vertical spaces between the body of the letter and the reference initials in the letters in Group D. The length of the letter apparently does not determine this number of spaces.

Number of vertical spaces between reference initials and enclosure notation:

In the 15 letters bearing an enclosure notation, no vertical space appears between the reference initial and this notation.

Conclusion.---It is consistent practice for no vertical space to appear between the reference initials and the enclosure notation.

Length of line in relation to length of letter:

Table LXV shows that the number of horizontal spaces appearing in

the lines of the body ranges from 40 to 69. In the short letters, typewritten on half-size stationery, the length of the line ranges from 50 to sixty-nine horizontal spaces. In the medium-length letters, typewritten on half-size stationery, the length of the line ranges from 40 to 59 horizontal spaces.

TABLE LXV

RANGE OF NUMBER OF HORIZONTAL SPACES IN LINES OF BODY IN RELATION TO
A GIVEN LENGTH OF LETTER

Size of Stationery	Length of Letter		
	Short	Medium	Long
Half-size			
Stenographer ET	50-69	40-59	-
Stenographer BR	50-69	50-59	-
Full-size			
Stenographer ET	-	40-59	50-69
Stenographer BR	-	50-69	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces occupied by the lines of the body in relation to letters of a particular length. There are more horizontal spaces in the lines of the short letters on half-size stationery than in the lines of the medium-length letters on the same size stationery.

Number of horizontal spaces indented for each paragraph:

Table LXVI shows that the number of horizontal spaces indented for paragraphs ranges from 5 to 18. As few as 5 spaces are indented in a

short letter typewritten on half-size stationery and as many as 15 spaces are indented in a medium-length letter typewritten on the same size stationery.

TABLE LXVI

RANGE OF THE NUMBER OF HORIZONTAL SPACES INDENTED FOR EACH PARAGRAPH

Size of Stationery	Length of Letter		
	Short	Medium	Long
Half-size			
Stenographer ET	6-17	9-15	-
Stenographer BR	5-15	11	-
Full-size			
Stenographer ET	-	10-13	10-11
Stenographer BR	-	8-18	-

Conclusion.—There is no consistency of practice with respect to the number of horizontal spaces indented for each paragraph. The length of the letter apparently does not determine this number of spaces.

Number of horizontal spaces between shortest and longest lines in body:

Table LXVII shows that the number of horizontal spaces between the shortest and longest lines in the body of the letters in Group D ranges from 1 to 11. The letter in which there are 11 horizontal spaces between the shortest and longest lines of the body is medium in length and typewritten by Stenographer ET on half-size stationery. In the short letters,

typewritten by both stenographers, there are no more than 9 horizontal spaces between the shortest and longest lines in the body.

TABLE LXVII
RANGE OF THE NUMBER OF HORIZONTAL SPACES BETWEEN
SHORTEST AND LONGEST LINES IN BODY

Size of Stationery	Length of Letter		
	Short	Medium	Long
Half-size			
Stenographer ET	1-9	1-11	-
Stenographer BR	1-9	4	-
Full-size			
Stenographer ET	-	4-8	5-6
Stenographer BR	-	5-7	-

Conclusion.--A letter in which there are as many as 11 horizontal spaces between the shortest and longest lines of the body is not withheld from the mails. Nine horizontal spaces between the shortest and longest lines of the body of a short letter do not cause the letter to be withheld from the mails.

Number of discernible erasures:

Table LXVIII shows that the number of discernible erasures in a letter ranges from 1 to 3. The letter in which 3 erasures are found is of medium length and typewritten by Stenographer ET.

TABLE LXVIII
RANGE OF NUMBER OF DISCERNIBLE ERASURES

Stenographer	Length of Letter		
	Short	Medium	Long
ET	1-2 (10)	1-3 (6)	-
BR	1-2 (4)	1-2 (3)	-

Conclusion.—A letter containing as many as 3 discernible erasures is not withheld from the mails. Short letters with 2 discernible erasures are not withheld from the mails.

Quality of discernible erasures:

Table LXIX shows that 21 of the 33 erasures are barely noticeable; 6 are noticeable, but clean; and 4 are very noticeable. The very noticeable erasures appear in letters of medium-length, typewritten by Stenographer ET. In the letters of Stenographer BR, the 5 noticeable, but clean erasures appear in short letters.

TABLE LXIX
NUMBER OF DISCERNIBLE ERASURES OF VARIOUS QUALITIES

Stenographer	Length of Letter			
	Short	Medium	Long	T
ET				
Barely noticeable	10	6	-	16
Noticeable, but clean	2	1	-	3
Very noticeable	-	4	-	4
Total	12	11	-	23
BR				
Barely noticeable	1	4	-	5
Noticeable, but clean	5	-	-	5
Very noticeable	-	-	-	-
Total	6	4	-	10

Conclusion.--Most of the discernible erasures which appear in these letters are barely noticeable. However, a very noticeable erasure in a medium-length letter and a noticeable, but clean erasure in a short letter do not cause these letters to be withheld from the mails.

Spelling:

No errors in spelling were found in the letters in Group D.

Conclusion.--It is consistent practice for words to be spelled correctly in the letters in Group D.

Word division:

Four incorrect divisions of words at the end of a line are found in the letters of Stenographer ET. "Re-gistration" appears in a short letter; "add-ress" and "discre-pancies" appear in medium-length letters; and "re-cords," a noun, appears in a long letter.

The division of a word after the second stroke or in such a way that two strokes are carried over to the next line of writing appears in 6 short letters typewritten by Stenographer ET and in 1 short letter typewritten by Stenographer BR.

Conclusion.—The incorrect division of a word does not cause a letter, even though short in length, to be withheld from the mails. Words divided after the second stroke or in such a way that 2 strokes are carried over to the next line of writing do not cause letters to be withheld from the mails. The division of the name of a city do not cause a letter to be withheld from the mails.

Typewriting touch:

An irregularity in print color reflecting an uneven touch is found in 2 short letters typewritten by Stenographer T. The remaining 98 letters in this Group give the appearance of having been typewritten with an even touch.

Conclusion.—There is no consistency of practice with respect to the touch used in the typewriting of the letters in this Group. Letters which appear to have been written with a slightly uneven touch are not withheld from the mails. Most of the letters appear to have been typewritten with an even touch.

Condition of type:

One short letter typewritten by Stenographer ET gives the appearance of having been typewritten on a machine having slightly clogged type. The other letters in the Group appear to have been typewritten on machines having clean type.

Conclusion.—There is no consistency of practice with respect to the apparent condition of the type on the machines used in the typewriting of these letters. Nearly all of the letters give the appearance of having been written on machines with clean type. However, a letter which gives the appearance of having been typewritten on a machine with slightly clogged type is not withheld from the mails.

Faulty shifting:

Table LXX shows that an instance of faulty shifting appears in 6 short, 9 medium-length, and 2 long letters typewritten by both stenographers.

TABLE LXX

NUMBER OF LETTERS IN WHICH AN INSTANCE OF FAULTY SHIFTING APPEARS

Stenographer	Length of Letter		
	Short	Medium	Long
ET	5	8	2
BR	1	1	-

Conclusion.—Letters in which instances of faulty shifting appear are not withheld from the mails.

Strikeovers:

A strikeover appears in 1 short letter and in 2 medium-length letters typewritten by Stenographer ET and in 1 medium-length letter typewritten by Stenographer BR.

Conclusion.--Strikeovers are found occasionally in the letters in Group D. The presence of one, even in a short letter, does not cause the letter to be withheld from the mails.

Punctuation style:

Open punctuation is followed throughout the letters.

Conclusion.--It is consistent practice for open punctuation to be followed in the letters in Group D.

Errors in grammar:

The only error in grammar found in the letters in Group D is the use of "will" for "shall" in the phrase "I will appreciate." This error appears in 18 of the letters of various lengths typewritten by both stenographers.

Conclusion.--The use of "will" for "shall" in the phrase "I will appreciate" does not cause a letter to be withheld from the mails, even though the letter is short in length.

Abbreviations and symbols:

The abbreviation, "Policy#", for "policy number" appears in 22 letters of various lengths typewritten by both stenographers.

Conclusion.--It is consistent practice for "policy number" to be abbreviated "Policy #".

Numbers:

In the 3 letters typewritten by Stenographer ET, 1 medium-length and two long, in which even sums of money appear, these amounts are written without the decimal and two zeros.

Conclusion.--It is consistent practice for even amounts of money, when they appear in the letters of Group D, to be written without the decimal and two zeros.

Dash:

The dash appears in 23 letters of various lengths, typewritten by both stenographers, as a hyphen preceded and followed by a space.

Conclusion.--It is consistent practice for the dash to be written as a hyphen preceded and followed by a space.

Capitalization:

These words, referring to the concern represented by the signer of the letters in the Group, are capitalized each time they appear: Home office, this office.

Conclusion.--It is consistent practice for the words "home office" and "this office" to be capitalized, when referring to the concern represented by the signer.

Signature:

The signature is written only in pen in each of the letters in the Group.

Conclusion.--It is consistent practice for the signature to be penwritten only.

Reference initials:

In each of the letters in Group D the reference initials consist of the dictator's initials and the stenographer's initials, both in lower case, separated by a colon.

Conclusion.--It is consistent practice for the reference initials to consist of the dictator's and stenographer's initials, both in lower case, separated by a colon.

Enclosure notation:

In the 15 letters in which an enclosure notation appears, the word "enclosure" is abbreviated "Enc.".

Conclusion.--It is consistent practice for the enclosure notation to appear as "Enc.".

Miscellaneous:

The use of "Re:" in addition to the printed word "Subject" in the letterhead appears in 5 short and 1 medium-length letter typewritten by Stenographer ET and in 8 short and 4 medium-length letters typewritten by Stenographer BR.

A postscript written in ink appears in a short letter typewritten by Stenographer ET; corrections in ink appear in 2 medium-length letters typewritten by the same stenographer.

An arabic number at the beginning of a line appears in 2 short, 1 medium-length, and 1 long letter typewritten by Stenographer ET.

The enclosure notation is omitted in 1 short letter typewritten by Stenographer ET.

Conclusion.—The appearance of the word "Re:" in addition to the printed word "Subject" in the letterhead does not cause a letter to be withheld from the mails.

The starting of a line with an arabic number; corrections and additions in ink, and the omission of the enclosure notation do not cause a letter to be withheld from the mails.

Table LXXI gives a summary of the conclusions for each possible factor involved in mailability considered for Group D. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationship, or other aspect of the possible factor throughout a group of letters. Where a consistency of practice is not found throughout the entire group of correspondence, but is found within the output of each stenographer; within the letters of a particular length; within a large number of letters; or where the inconsistency is within a narrow range, it is noted as a tendency.

TABLE LXXI

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE
FOR THE POSSIBLE FACTORS CONSIDERED FOR GROUP B

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of spaces from top edge of paper to body		x	
No. of lines in body in relation to no. of spaces from top edge of paper to body		x	
No. of spaces between paragraphs	x (1)		
No. of lines in body in relation to a given no. of paragraphs		x	

TABLE LXXI (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of spaces below body in relation to no. of spaces above body		x	
No. of spaces between body and reference initials		x	
No. of spaces between ref- erence initials and enclo- sure notation	x (none)		
Horizontal Placement			
Length of line in relation to length of letter		x	
No. of spaces indented for each paragraph		x	
No. of spaces between short- est and longest lines in body of letter.		x	No more than 11.
Absence of erasures		x	
Neatness of erasures		x	Barely noticeable
Correctness of spelling	x		
Correctness of word division		x	
Evenness of typewriting touch		x	Uneven rare; Usually even
Condition of type		x	Clean
Even alignment of type		x	Faulty shifting
Accuracy of typewriting		x	Occasional strike- over
Punctuation style	x (Open)		
Correctness of grammar		x	"will" for "shall"
Abbreviations and symbols			
Policy number	x (Policy #)		

TABLE LXXI (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Numbers			
Even sums of money	x (without decimal and two zeros)		
Style of dash	x (hyphen, preceded and followed by a space)		
Capitalization			
Home office	x		
This office	x		
Style of signature	x (pen only)		
Style of reference initials	x (dictator's initials and stenographer's in lower case, separated by a colon)		
Style of enclosure notation	x (Enc.)		

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group D.

The standard of mailability for the correspondence of Group D consists of the following factors:

1. There is 1 vertical space between paragraphs.
2. There is no vertical space between the reference initials and the enclosure notation.
3. Words are spelled correctly.
4. The open style of punctuation is followed.
5. "Policy number" is abbreviated "Policy #".
6. Even sums of money are written without the decimal and two zeros.
7. The dash is written as a hyphen preceded and followed by a space.
8. "Home office" and "this office" are capitalized when they refer to the concern represented by the signer of these letters.
9. The signature is written in pen only.
10. The reference initials are written with the dictator's initials and the stenographer's initials in lower case with a colon between the two.
11. The enclosure notation is written "Enc.".

CHAPTER VII

GROUP E

The letters in Group E were addressed to the president in the home office and signed by the manager of the second largest branch office of a life insurance company. The manager of this branch has been with the firm for fifteen years and has served as branch manager for fourteen years.

Thirty agents are connected with this branch and four stenographers and clerical workers are employed in the office.

Second-page headings and different sizes of stationery are not supplied to the branch office, but letterhead stationery and intra-company correspondence forms are.

The letterhead occupies 18 vertical spaces (3 inches) from the top edge of the paper and there are 15 pica spaces (1 1/2 inches) from the letterhead to the side edge of the paper. The address of the branch office is not given in the letterhead. Hence, the city and state where the office is located is typewritten, and this line is hereafter referred to as the "City, State" line.

These letters were written on machines having pica type. Single spacing is used and a modified block style is followed.

All but one of the letters is typewritten on one page.

Table LXXII shows the distribution of letters in Group E, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE LXXII
DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
T	70	15	3	1	89
R	3	1	-	-	4
No Initial	4	3	-	-	7
Total	77	19	3	1	100

Number of vertical spaces from top edge of paper to "City, State" line:

Table LXXIII shows that the number of vertical spaces from the top edge of the paper to the "City, State" line ranges from 17 to 21.

(It should be remembered that the printed heading of the stationery occupies 18 vertical spaces from the top edge of the sheet. In those letters in which there are 17 or 18 spaces from the top edge of the paper to the "City, State" line, the printed heading is encroached upon.

TABLE LXXIII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO "CITY, STATE" LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	17-21	19-20	18-20	19
R	19	18	-	-
No Initial	18-19	18-20	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the "City, State" line. The length of the letter apparently does not determine this number of spaces. Even encroachment upon the space occupied by the printed heading does not cause the letter to be withheld from the mails.

Number of vertical spaces between "City, State" line and date line:

In all but 1 of the 100 letters there is no space between the "City, State" line and the date line. The 1 letter in which 1 vertical space appears here is of medium-length and bears no reference initial.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the "City, State" line and the date line. Usually no vertical space appears here, but the appearance of 1 space in a letter does not cause the letter to be withheld from the mails.

Number of vertical spaces from top edge of paper to date line:

Table LXXIV shows that the number of vertical spaces from the top edge of the paper to the date line ranges from 18 to 22. There are 20 spaces from the top edge of the paper to the date line in the very long letter and 18 spaces in a short letter typewritten by Stenographer T.

TABLE LXXIV

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	18-22	20-22	19-21	20
R	20	19	-	-
No Initial	19-20	19-21	-	-

Conclusion.---There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the date line. The length of the letter apparently does not determine this number of spaces.

Number of vertical spaces between date line and inside address:

Table LXXV shows that the number of vertical spaces between the date line and the inside address ranges from 1 to 9.

TABLE LXXV

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN DATE LINE AND INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	4-9	1-7	1-4	1
R	5-6	22	-	-
No Initial	5-8	1-9	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the date line and the inside address.

Number of vertical spaces from top edge of paper to inside address:

Table LXXVI shows that the number of vertical spaces from the top edge of the paper to the inside address ranges from 21 to 30. There are 24 spaces from the top edge of the paper to the inside address in a short letter bearing no reference initial, as well as in the very long letter type-written by Stenographer T.

TABLE LXXVI

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	25-30	21-30	21-25	24
R	25-28	21	-	-
No Initial	24-30	24-28	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the inside address.

Number of vertical spaces occupied by inside address:

Table LXXVII shows that the number of lines occupied by the inside address ranges from 2 to 4.

TABLE LXXVII

RANGE OF NUMBER OF LINES OCCUPIED BY INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	2-4	2-3	2-3	3
R	2	2	-	-
No Initial	2-3	3	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces occupied by the inside address.

Vertical position of subject notation:

A subject notation appears in 21 of the 100 letters in Group E. In all but one of these letters, it appears the same number of vertical spaces from the top edge of the paper as the salutation. In the one letter, typewritten by Stenographer T, the subject notation is typewritten immediately below the salutation with no vertical space between.

Conclusion.--There is no consistency of practice with respect to the vertical position of the subject notation. In almost every instance it appears aligned vertically with the salutation.

Number of vertical spaces occupied by subject notation:

Table LXXVIII shows that the number of vertical spaces occupied by the subject notation ranges from 1 to 2 in short letters and from 1 to 3 in medium-length letters.

TABLE LXXVIII

RANGE OF NUMBER OF VERTICAL SPACES OCCUPIED BY SUBJECT NOTATION

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	1-2 (14)	1-2 (4)	-	-
R	-	3 (1)	-	-
No Initial	1 (1)	1 (1)		

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces allotted for the subject notation. This number of spaces does not seem to be determined by the length of the letter.

Number of vertical spaces from subject notation to body:

One space appears between the subject notation and the body of the letter in each letter bearing such a notation.

Conclusion.--It is consistent practice for 1 vertical space to appear between the subject notation and the body of the letter.

Number of vertical spaces from top edge of paper to first line of body:

Table LXXIX shows that the number of vertical spaces from the top edge of the paper to the first line of the body ranges from 26 to 40. There are 31 spaces from the top edge of the paper to the first line of the body

in a short letter typewritten by Stenographer T.

Since 33 spaces from the top edge of the paper constitutes one-half of the page, it may be seen that the first line of the body of the letters of various lengths is begun at or near the vertical midpoint of the page.

TABLE LXXIX

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO FIRST LINE OF BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	26-40	29-36	27-32	31
R	31-34	26	-	-
No Initial	30-33	30-36	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first line of the body. In certain instances, this number is the same for letters of varying lengths. Apparently, the writing of the first line of the body, even in a long letter, below the vertical midpoint of the page, does not cause the letter to be withheld from the mails.

Number of lines in body in relation to a given number of vertical spaces from top edge of paper to body:

Table LXXX shows that for the letters in which there are 31 or 32 spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 1 to 29.

TABLE LXXX

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO NUMBER OF SPACES
FROM TOP EDGE OF PAPER TO BODY

Number of vertical spaces from top edge of paper to body	25- 26	27- 28	29- 30	31- 32	33- 34	35- 36	37- 38	39- 40
Stenographer T								
Short	8 (1)	-	1-9 (7)	1-9 (10)	1-9 (31)	1-9 (18)	1-9 (2)	3 (1)
Medium	-	-	10-19 (5)	10-14 (2)	5-19 (7)	12 (1)	-	-
Long	-	15-19 (2)	-	17 (1)	-	-	-	-
V Long	-	-	-	29 (1)	-	-	-	-
Stenographer R								
Short	-	-	-	1-9 (2)	3 (1)			
Medium	16 (1)	-	-	-	-	-	-	-
No Initial								
Short	-	-	6 (1)	7 (1)	4 (1)	8 (1)	-	-
Medium	-	-	11 (1)	14	10	-	-	-

Note: The number in parentheses indicates the frequency of letters in the classification. This table should be read: The 1 short letter typewritten by Stenographer T in which there are 25 or 26 spaces from the top edge of the paper to the first line of the body has 8 lines of writing in the body.

Conclusion.--There is no consistency of practice with respect to the number of lines in the body in relation to a given number of vertical spaces from the top edge of the paper to the first line of the body.

Number of lines in body in relation to number of paragraphs:

Table LXXXI shows that the number of paragraphs ranges from 1 to 6. There are one-paragraph letters containing from 1 to 14 lines; three-paragraph letters containing 24 lines; and six-paragraph letters containing only 10 lines. Short letters are divided into as many as 5 paragraphs and medium-length letters into as few as 1.

TABLE LXXXI

RANGE OF NUMBER OF LINES IN BODY IN RELATION
TO A GIVEN NUMBER OF PARAGRAPHS

Number of Paragraphs	1	2	3	4	5	6
Stenographer T						
c Short	1-9 (17)	1-9 (23)	1-9 (17)	5-9 (10)	5-9 (3)	-
Medium	-	-	10-14 (2)	5-19 (7)	5-14 (5)	11 (1)
Long	-	-	15-24 (2)	17 (1)	-	-
V Long	-	-	-	29 (1)	-	-
Stenographer R						
Short	3 (1)	5-9 (2)	-	-	-	-
Medium	-	-	16 (1)	-	-	-
No Initial						
Short	7 (1)	1-9 (3)	-	-	-	-
Medium	14 (1)	-	10 (1)	12 (1)	-	-

Note: This table should be read: In the 17 short one-paragraph letters typewritten by Stenographer T, the number of lines in the body ranges from 1 to 9.

Conclusion.--There is no consistency of practice with respect to the minimum number of paragraphs in a letter or the minimum number of lines which constitute a paragraph.

Number of spaces below body in relation to number of spaces above body:

TableLXXXII shows that for the 14 letters typewritten by Stenographer T in which there are from 31 to 32 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces from the last line of the body to the bottom edge of the paper ranges from 9 to 30. For the 13 short letters in which there are 31 to 32 spaces from the top edge of the paper to the first line of the body, the number of spaces from the last line of the body to the bottom edge of the paper ranges from 15 to 30.

TABLE LXXXII

RANGE OF NUMBER OF SPACES BELOW BODY IN RELATION
TO A GIVEN NUMBER OF SPACES ABOVE BODY

Number of vertical spaces from top edge of paper to body	25- 26	27- 28	29- 30	31- 32	33- 34	35- 36	37- 38	39- 40
Stenographer T								
Short	24 (1)	-	19-30 (7)	19-30 (10)	19-32 (31)	15-28 (18)	21-24 (2)	26 (1)
Medium	-	-	13-22 (5)	17-22 (2)	11-22 (7)	12 (1)	-	-
Long	-	13-16 (2)	-	13 (1)	-	-	-	-
V Long	-	-	-	9 (1)	-	-	-	-
Stenographer R								
Short	-	-	-	15-24 (2)	25 (1)	-	-	-
Medium	16 (1)	-	-	-	-	-	-	-
No Initial								
Short	-	-	21 (1)	27 (1)	24 (1)	21 (1)	-	-
Medium	-	-	18 (1)	17 (1)	17 (1)	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read. In 1 short letter, typewritten by Stenographer T in which there are 25 or 26 spaces above the body of the letter, there are 24 spaces below the body of the letter.

Conclusion.--There is no consistency of practice with respect to the ratio of space below the body of a letter to space above the body of the letter.

Number of vertical spaces between paragraphs:

One vertical space appears between paragraphs and between the last paragraph and the complimentary close.

Conclusion.--It is consistent practice in the letters in Group E for 1 vertical space to appear between paragraphs and for 1 space to appear between the last line of the body and the next line of writing.

Number of vertical spaces between complimentary close and typewritten signature:

Table LXXXIII shows that the number of vertical spaces between the complimentary close and the typewritten signature ranges from 1 to 3. In all but the short letters typewritten by Stenographer T, 2 spaces appear between the complimentary close and the typewritten signature.

TABLE LXXXIII

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN COMPLIMENTARY CLOSE AND
TYPEWRITTEN SIGNATURE

Stenographer	Length of Letter			
	Short	Medium	Long	W Long
T	2-3	2	2	2
R	2-3	2	-	-
No Initial	1-3	2-3	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the complimentary close and the typewritten signature. In all but the short letters, of those typewritten by Stenographer T, this number of spaces is 2.

Number of vertical spaces between typewritten signature and title:

In 98 of the letters in Group E the title appears immediately below the typewritten signature with no vertical space between. In two letters, a short one typewritten by Stenographer T and a medium-length one bearing no reference initial, the title appears on the same line as the typewritten signature.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the typewritten signature and the title. In most of the letters, the title appears immediately below the typewritten signature with no vertical space between.

Vertical position of reference initials:

In the 93 letters bearing reference initials, these appear on the same line as the title or are aligned with the one-line typewritten signature and title.

Conclusion.--It is the consistent practice for the reference initials to appear vertically aligned with the title of the dictator.

Vertical position of enclosure and carbon copy notations:

Enclosure notations appear in 2 short letters typewritten by Stenographer T. The enclosure notation appears directly below reference initials with no vertical spaces between the two in these letters.

A carbon copy notation appears in 1 medium-length letter typewritten by Stenographer R. The carbon notation appears directly below the reference initial with no vertical space between.

Conclusion.--When an enclosure or carbon copy notation is included in a letter in Group E, it appears immediately below the reference initial with no vertical space between the two.

Horizontal position of "City, State" line:

Table LXXXIV shows that the position of the "City, State" line varied to the extent of 3 horizontal spaces more at the left than at the right and 6 spaces more at the right than at the left. In all but the short letters typewritten by Stenographer T, there is a tendency for more spaces to appear at the right of the "City, State" line than at the left.

TABLE LXXXIV

HORIZONTAL POSITION OF "CITY, STATE" LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	-3 to 5	0 to 5	1 to 3	6
R	0 to 3	2	-	-
No Initial	0 to 2	0 to 2	-	-

Note: The minus number indicates more spaces at the left than at the right; 0 indicates the same number at each side; the number preceded by no sign indicates more spaces at the right than at the left.

Conclusion.--There is no consistency of practice with respect to the horizontal position of the "City, State" line. A letter in which there are as many as 6 spaces more at one side of this line than at the other is not withheld from the mails.

Horizontal position of date line:

Table LXXXV shows that the position of the date line varies so that there are 4 spaces more at the left than at the right and so that there are 7 spaces more at the right than at the left.

TABLE LXXXV

HORIZONTAL POSITION OF DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	-4 to 7	0 to 2	0 to 2	4
R	0 to 5	1	-	-
No Initial	1 to 4	0 to 2		

Conclusion.--There is no consistency of practice with respect to the horizontal position of the date line. A letter in which 7 spaces more appear at the right than at the left is not withheld from the mails.

Length of line in relation to length of letter:

Table LXXXVI shows that the range of the number of horizontal spaces in the lines of the body is 40 to 69 for all the letters in Group E. A 69-space line appears in a short letter typewritten by Stenographer T, as well as in the very long letter typewritten by the same stenographer.

TABLE LXXXVI

RELATIONSHIP OF LENGTH OF LINE TO LENGTH OF LETTER

Stenographer	Length of Line			
	Short	Medium	Long	V Long
T	40-69	50-69	50-59	60-69
R	50-69	60-69	-	-
No Initial	50-69	50-59	-	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces in the lines of the body in relation to a given length of letter.

Number of horizontal spaces between shortest and longest lines of inside address:

Table LXXXVII shows that the number of horizontal spaces between the shortest and longest lines of the inside address ranges from 0 to 17. In each of the 4 letters typewritten by Stenographer R, the number of horizontal spaces between the longest and shortest lines of the inside address is 11.

TABLE LXXXVII

RANGE OF NUMBER OF SPACES BETWEEN SHORTEST AND LONGEST
LINES OF INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	0-17	5-17	6-17	5
R	11	11	-	-
No Initial	0-12	2-9	-	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces between the shortest and longest lines of the inside address. A difference of 11 spaces in all of Stenographer R's letters indicates a consistent arrangement of the items of the inside address. A letter in which this difference is as many as 17 spaces is not withheld from the mails.

Horizontal position of subject notation:

Table LXXXVIII shows that the number of horizontal spaces from the left edge of the paper to the subject notation ranges from 28 to 43.

TABLE LXXXVIII

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF
PAPER TO SUBJECT NOTATION

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	28-41 (14)	35-40 (4)	-	-
R	-	43 (1)	-	-
No Initial	34	43 (1)		

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the subject notation in the letters in Group E.

Number of horizontal spaces between shortest and longest lines of body:

Table LXXXIX shows that the number of horizontal spaces between the shortest and longest lines in the body of the letter ranges from 1 to 17. The letter in which there are 17 spaces between the shortest and longest lines in the body is short in length and typewritten by Stenographer T. In the letters of Stenographer R and in those bearing no reference initial this number of spaces is no more than 6.

TABLE LXXXIX

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST AND LONGEST
LINES OF BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	1-17	1-16	3-7	3
R	4-6	6	--	-
No Initial	1-4	1-5	-	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces between the shortest and longest lines in the body of a letter. A short letter in which this difference in spaces is as many as 17 spaces is not withheld from the mails.

Number of horizontal spaces from left edge of paper to closing block:

Table XC shows that the number of horizontal spaces from the left edge of the paper to the closing block ranges from 32 to 41.

TABLE XC

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER
TO CLOSING BLOCK

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	32-41	34-42	36-41	39
R	38-40	41	--	-
No Initial	36-44	36-47	-	-

Conclusion.---There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the closing block.

Number of discernible erasures:

Table XCI shows that no more than 2 discernible erasures were found in any one letter. Two letters in which there are 2 discernible erasures were a very long one typewritten by Stenographer T and medium-length one bearing no reference initial.

TABLE XCI

NUMBER OF DISCERNIBLE ERASURES

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T	1 (2)	1 (1)	-	2 (1)
R	-	-	-	-
No Initial	-	2 (1)	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--Discernible erasures are found occasionally in the letters in Group E. The presence of one does not cause the letter to be withheld from the mails, even though the letter is short. The appearance of two erasures in a medium-length letter or very long letter does not cause the letter to be withheld from the mails.

Quality of discernible erasures:

One erasure which appears in a short letter, typewritten by Stenographer T, is very noticeable; one which appears in a medium-length letter and which appears in a very long letter are noticeable, but clean. The other three erasures are barely noticeable.

Conclusion.--A very noticeable erasure, even in a short letter, does not cause the letter to be withheld from the mails.

Spelling errors:

Two spelling errors were found: "priviledge" for "privilege" in a short letter typewritten by Stenographer T; and "facsimila" for "facsimile" in a medium-length letter typewritten by Stenographer R.

Conclusion.--Spelling errors are found infrequently in the letters in Group E. However, the appearance of one, even in a short letter, does not cause the letter to be withheld from the mails.

Word division:

No incorrectly divided words at the end of a line were found. The name of a city is divided at the end of a line in a medium-letter typewritten by Stenographer T.

Conclusion.--It is consistent practice for words to be correctly divided. A letter in which the name of a city is divided at the end of a line is not withheld from the mails.

Typewriting touch:

Table XCII shows that the touch used in the typewriting of the letters in Group E was even in less than half (40) of the letters. A slightly uneven touch was used in 52 of the letters and a very uneven touch was used in 8 of the letters. Irregular print color reflecting slightly uneven and very uneven touch was found in letters of various lengths and in the product of each stenographer.

TABLE XCII
TYPEWRITING TOUCH

6

6

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
T					
Even	21	9	1	1	32
Slightly Uneven	47	3	1	-	51
Very Uneven	2	3	1	-	6
Total	70	15	3	1	89
R					
Even	2	-	-	-	2
Slightly Uneven	-	-	-	-	-
Very Uneven	1	1	-	-	2
Total	3	1	-	-	4
No Initial					
Even	3	3	-	-	6
Slightly Uneven	1	-	-	-	1
Very Uneven	-	-	-	-	-
	4	3	-	-	7

Conclusion.--There is no consistency of practice with respect to the touch used in the typewriting of the letters. The irregularity in print color reflects that an uneven touch of varying degree is used in typewriting most of the letters.

Condition of type:

Table XCIII shows that 43 letters were typewritten on machines having clean type; 40 letters give the appearance of having been typewritten on machines having slightly clogged type; and 8 letters give the appearance of having been typewritten on machines having dirty type

TABLE XCIII
CONDITION OF TYPE

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
T					
Clean	29	4	2	1	36
Slightly Clogged	36	9	1	-	46
Dirty	5	2	-	-	7
Total	70	15	3	1	89
R					
Clean	1	1	-	-	2
Slightly Clogged	1	-	-	-	1
Dirty	1	-	-	-	1
Total	3	1	-	-	4
No Initial					
Clean	2	3	-	-	5
Slightly Clogged	2	-	-	-	2
Dirty	-	-	-	-	-
Total	4	3	-	-	7

Conclusion.--Most of the letters give the appearance of having been typewritten on machines with clean or slightly clogged type. A short letter, however, which gives the appearance of having been typewritten on a machine having dirty type, is not withheld from the mails.

Faulty shifting:

Table XCIV shows that there are 105 instances of faulty shifting among forty-four letters. No instance of faulty shifting appears in the letters of Stenographer R.

TABLE SCIV
NUMBER OF INSTANCES OF FAULTY SHIFTING

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
T	76 (33)	18 (5)	5 (2)	-	99 (40)
R	-	-	-	-	-
No Initial	3 (2)	3 (2)	-	-	6 (4)
Total	79 (35)	21 (7)	5 (2)	-	105 (44)

Note: The number in parentheses indicates the number of letters in the classification. This table should be read: Among the 33 short letters typewritten by Stenographer T, there are 76 instances of faulty shifting.

Conclusion.--Instances of faulty shifting appear in almost one-half (44) of the letters. Even the occurrence of several instances of faulty shifting in one letter does not cause that letter to be withheld from the mails.

Lack of uniformity in spacing between lines:

In 1 letter typewritten by Stenographer T there is a lack of uniformity in the vertical spacing between lines.

Conclusion.--There is no consistency of practice with respect to the vertical spacing between lines. In nearly all of the letters it is uniform.

Strikeovers:

Table KCV shows that from 1 to 3 strikeovers were found in 42 letters. Strikeovers appear in letters of short, medium, and long length, typewritten by both stenographers.

TABLE KCV
RANGE OF NUMBER OF STRIKEOVERS

Stenographer	Length of Letter				
	Short	Medium	Long	V Long	T
T	1-3 (29)	1-2 (7)	3 (2)	-	(38)
R	1-2 (2)	-	-	-	(2)
No Initial	1 (1)	2 (1)	-	-	(2)
Total	(33)	(8)	(2)	-	(42)

Conclusion.--Strikeovers appear in almost one-half (42) of the letters in Group E. The appearance of as many as 3 in 1 letter does not cause that letter to be withheld from the mails.

Omission of spaces:

Table XCVI shows that in 70 letters there are from 1 to 3 instances of the omission of a space. (These omissions occur after the comma in the "City, State" line; between the period and the "C" in "N. C.;" or after the city in the inside address.

TABLE XCVI

RANGE OF NUMBER OF INSTANCES OF OMISSIONS OF SPACES

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
T	1-3 (52)	1-2 (8)	1-2 (2)	2 (1)	(63)
R	2 (2)	2 (1)	-	-	(3)
No Initial	1-2 (2)	1-2 (2)	-	-	(4)
Total	(56)	(11)	(2)	(1)	(70)

Conclusion.--In almost three-fourths (70) of the letters there is the omission of at least 1 space after punctuation marks in the inside address. A short letter in which there 3 instances of such omissions is not withheld from the mails.

Additional spaces:

Five instances of the addition of a space (i. e., a double space after a comma, between words, etc.) appear among 4 letters. These letters are short in length and typewritten by Stenographer T.

Conclusion.--An extra space appears occasionally in a letter. The appearance of such a space, even in a short letter, does not cause the letter to be withheld from the mails.

Repetitions of a letter:

A stroke, repeated faintly, appears in 3 short letters typewritten by Stenographer T.

Conclusion.--The appearance of a stroke, faintly repeated, does not cause a letter, even though short, to be withheld from the mails.

Errors in Grammar:

Table XCVII shows that there are 11 letters containing incomplete sentences. The phrase "I will appreciate" appears in 7 short and medium-length letters, typewritten by Stenographers T and R. The colloquialism, "I would like for you to return. . .," appears in a short letter, typewritten by Stenographer T.

TABLE XCVII
NUMBER OF ERRORS IN GRAMMAR

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
<hr/>				
T				
Incomplete sentence	5	3	-	-
"will" for "shall" in "I will appreciate"	5	1	-	-
Colloquialism: "I would like for you to return . . ."	1	-	-	-
R				
Incomplete sentence	-	2	-	-
"will" for "shall"	-	1	-	-
No Initial				
Incomplete sentence	-	1	-	-

Conclusion.--Incomplete sentences and the use of "will" for "shall" appear occasionally in the letters in Group E. Neither these nor the use of a colloquialism cause a letter to be withheld from the mails.

Punctuation style:

Table XCVIII shows that the mixed style of punctuation, with two different modifications, is used in the letters of different length by each of the stenographers.

TABLE XCVIII
PUNCTUATION STYLE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T				
Style I	19	8	1	-
Style II	19	6	1	-
Style III	32	1	1	-
R				
Style I	-	-	-	-
Style II	2	1	-	-
Style III	-	-	-	-
No Initial				
Style I	2	-	-	-
Style II	1	-	-	-
Style III	1	3	-	-

Note: Style I refers to mixed punctuation; Style II refers to mixed punctuation, except that a comma follows the typewritten signature; Style III refers to mixed punctuation, except that a comma follows the typewritten signature and a period follows the state in the inside address.

Conclusion.---Three styles of punctuation are used by each of the stenographers. There is no consistency of practice with respect to the punctuation style followed in these letters.

Abbreviations and symbols:

Table XCIX shows the variety of forms found for certain recurring expressions. "Policy number" is expressed 4 different ways in the 13 letters typewritten by Stenographer T in which it appears; it is expressed still another way in the letter by Stenographer R in which it appears. "District manager" is written 2 different ways in the 8 letters typewritten by Stenographer T in which it appears; and "number" is written 2 different ways in the 2 letters typewritten by Stenographer T in which it appears.

TABLE XCIX

NUMBER OF LETTERS CONTAINING ABBREVIATIONS AND SYMBOLS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
T				
"Policy number" as				
Policy No.	4	2	-	-
Policy #	1	1	-	-
policy No.	1	-	2	-
Pol. No.	1	1	-	-
"Number" as				
No.	1	-	-	-
#	1	-	-	-
"District manager" as				
District Mgr.	1	-	-	--
Dist. Mgr.	4	3	-	-
R				
"Policy number" as				
Pol. #	1	-	-	-
No Initial				
"District manager" as				
District Mgr.	1	-	-	-

Conclusion.--There is no consistency of practice with respect to the abbreviations used for the words, "policy number," "number," and "district manager."

Dash:

A dash appears in 10 letters of various lengths, typewritten by each of the stenographers. Each time it is written as a hyphen, preceded and followed by a space.

Conclusion.--It is consistent practice for the dash to be written as a hyphen, preceded and followed by a space.

Underline:

The underline appears in 4 letters, 3 short and 1 medium-length, typewritten by Stenographer T. In 2 short letters and 1 medium-length letter the underline is typewritten as a continuous line; that is, spaces, as well as strokes, are underscored. The fourth underline is drawn in ink.

Conclusion.--When an underline is typewritten, it appears as a continuous line under strokes and spaces. A short letter in which the underline is drawn in ink is not withheld from the mails.

Capitalization:

"Home office," referring to the concern represented by the signer,

appears in 12 letters. In 8 short letters and in 1 long letter, typewritten by Stenographer T, these words are written "home office." In one medium-length letter, typewritten by Stenographer T, these words are written "Home Office." In the 2 letters, typewritten by Stenographer R, in which these words appear, they are written "home office."

"Kidney" in the phrase "kidney trouble" appears once as "kidney" and once as "Kidney" in a short letter typewritten by Stenographer T.

"20 Pay Life" appears in a short letter and "20 Pay endowment" appears in a medium-length letter typewritten by Stenographer T.

Conclusion.--There is no consistency of practice with respect to the capitalization of "home office," "kidney," and the name of a policy.

Salutation:

The name of the person in the inside address appears in the salutation in each of the letters in Group E;

Conclusion.--It is consistent practice for the salutation to include the name of the person in the inside address.

Subject:Notation:

In the 21 letters in which a subject notation appears, it is introduced by "Re:".

Conclusion.--It is consistent practice for the subject notation to be introduced by "Re:".

Signature:

The signature of the dictator is written both in ink and on the typewriter in the letters in Group E.

Conclusion.--It is consistent practice in the letters in Group E for the signature to be written both in ink and on the typewriter.

Title:

In 73 of the letters typewritten by Stenographer T; in 1 letter typewritten by Stenographer R; and in 5 letters, bearing no reference initial, the title is written as "District Manager." In the remaining twenty-one letters, the title is written as "DISTRICT MANAGER."

Conclusion.--There is no consistency of practice with respect to the style of writing the title. In over three-fourths (79) of the letters it is written in lower case, with just the first letter of each word capitalized. In almost one-fourth (21) of the letters, the title is written in all capital letters.

Reference Initials:

In the 93 letters in which reference initials appear, the dictator's initials are written in upper case, followed by a colon and the stenographer's initials in lower case.

Conclusion.--It is the consistent practice for the reference initials to appear with the dictator's initials in upper case, followed by a colon and the stenographer's initials in lower case.

Enclosure notation:

In the 2 letters in which an enclosure notation appears, the abbreviation, "Encl." is used. However, there are 14 letters which, according to statements made in the body, contained enclosures but do not carry enclosure notations. These omissions are found in 10 short; two medium-length; and 1 long letter, typewritten by Stenographer T; and in 1 short letter bearing no reference initial.

Conclusion.--When an enclosure notation appears in the letters in Group E, it is consistent practice for it to be abbreviated as "Encl."

The enclosure notation is omitted frequently, regardless of letter length; and such an omission does not cause a letter to be withheld from the mails.

The two-page letter:

The single two-page letter in this Group has a seven-space margin at the bottom of the first page. The second page shows the following characteristics: There are 21 spaces from the top edge of the paper to the heading. The heading, giving the page number and the name of the person to whom the letter is addressed, occupies 11 vertical space. Two vertical spaces appear between the heading and the first line of the body. The first paragraph of the second page contains 12 lines; the second paragraph contains 2 lines. The last paragraph of the first page contains 7 lines.

Conclusion.--Consistency of practice cannot be determined on the basis of 1 letter; however, it should be noted that the margin of space at the top of the second page is 3 times the margin of space at the bottom of the first page.

Miscellaneous:

Lines begin with arabic numbers in 2 letters, 1 short and 1 medium-length, typewritten by Stenographer T.

Corrections in ink appear in 6 letters, 4 short and 1 medium-length, typewritten by Stenographer T, and 1 short, typewritten by Stenographer R.

A postscript written in ink appears in a short letter typewritten by Stenographer T.

Conclusion.--Letters in which lines begin with arabic numbers and letters in which corrections and additions appear in ink are not withheld from the mails, regardless of the length of the letter.

Table C gives a summary of the conclusions for each possible factor involved in mailability considered for Group E. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where a consistency of practice is not found throughout the entire group of correspondence, but is found within the output of each stenographer; within the letters of a particular length; within a large number of letters; or where the inconsistency is within a narrow range, it is noted as a tendency.

TABLE C

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE
FOR THE POSSIBLE FACTORS CONSIDERED FOR GROUP E.

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of vertical spaces from top edge of paper to "City, State" line		x	
No. of spaces between "City, State" line and date line		x	1
No. of vertical spaces from top edge of paper to date line		x	
No. of spaces from date line to inside address		x	
No. of spaces from top edge of paper to inside address		x	
No. of spaces occupied by inside address		x	
Position of subject notation		x	Aligned vertically with salutation

TABLE C (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of spaces occupied by subject notation		x	
No. of spaces from subject notation to body	x (1)		
No. of spaces from top edge of paper to body		x	Below vertical midpoint
No. of lines in body in relation to no. of spaces from top edge of paper to body		x	
No. of lines in body in relation to no. of paragraphs		x	
No. of spaces below body in relation to no. of spaces above body		x	
No. of spaces between paragraphs	x (1)		
No. of spaces between complimentary close and type-written signature		x	2 in medium, long, very long letters by Stenographer T
No. of spaces between type-written signature and title		x	None
Position of reference initials	x (aligned with title)		
Position of enclosure and carbon copy notations	x (immediately below reference initials)		

TABLE C (Continued)

Possible Factor	Consistency T	No Con- sistency	Tendency
Horizontal Placement			
Position of "City, State" line		x	
Position of date line		x	
Length of line in relation to length of letter		x	
No. of horizontal spaces between shortest and longest lines of inside address		x	11 for Stenographer R
Position of subject notation		x	
No. of spaces between shortest and longest lines of body		x	
No. of spaces from left edge of paper to closing block		x	
Absence of erasures		x	No more than 2 in 1 letter
Neatness of erasures		x	
Correctness of spelling		x	Infrequent
Correctness of word division	x		
Evenness of typewriting touch		x	
Cleanliness of type		x	Clean or slightly clogged
Even alignment of type		x	Faulty shifting Rare lack of uniformity in spacing between lines
Accuracy of typewriting		x	Strikeovers in almost one-half of group Omission and addition of spaces Stroke repetitions
Correctness of grammar		x	Incomplete sentences "will" for "shall"

TABLE C (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Punctuation style		x	3 distinct styles
Abbreviations and symbols			
Policy number		x	
Number		x	
District manager		x	
Style of dash	x (hyphen preceded and followed by a space)		
Style of underline	x (continuous when typewritten)		
Capitalization			
Home office		x	
Kidney		x	
Name of policy		x	
Style of salutation	x (includes name of person in inside address)		
Style of subject notation	x (introduced by "Re:")		
Style of signature	x (written in ink and on the type- writer)		
Style of title		x	Lower case, first letter capitalized in each word
Style of reference initials	x (dictator's initials upper case, followed by colon, stenog- rapher's initials, lower case)		
Style of enclosure notation	x (Encl.)		

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group E.

The standard of mailability for the correspondence of Group E. consists of the following factors:

1. There is 1 vertical space between the subject notation and the body of the letter.
2. There is 1 vertical space between paragraphs and between the last paragraph and the body of the letter.
3. The reference initials are aligned vertically with the title.
4. Enclosure and carbon copy notations appear immediately below the reference initials with no vertical space between.
5. Words are dorrectly divided at the end of a line.
6. The dash is written as a hyphen, preceded and followed by a space.
7. The underline, when typewritten, is a continuous line under both spaces and strokes.
8. The salutation includes the name of the person in the inside address.
9. The subject notation is introduced by "Re:".
10. The signature is written both in ink and on the typewriter.
11. The reference initials consist of the dictator's initials in upper case, followed by a colon and the stenographer's initials in lower case.
12. The enclosure notation is abbreviated "Encl.".

CHAPTER VIII

GROUP F

The letters in Group F were addressed to the president in the home office and signed by the manager of the fifth largest branch office of a life insurance company. The manager of this branch has been with the firm for twelve years and has served as branch manager for five years.

Fourteen agents are connected with this branch and four stenographers and clerical workers are employed in this office.

As in Group E, second-page headings and different sizes of stationery are not supplied to the branch office, but letterhead stationery and intra-company correspondence forms are.

These letters were written on machines having pica type. Single spacing is used and a semi-block style is followed.

All letters are typewritten on one page.

Table CI shows the distribution of letters in Group F, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE CI
DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter				Total
	Short	Medium	Long	V Long	
HET	42	16	6	-	64
MCR	9	3	7	1	20
S	10	2	1	-	13
EJH	1	2	-	-	3
Total	62	23	14	1	100

Number of vertical spaces from top edge of paper to "City, State" line:

Table CII shows that the range of the number of vertical spaces from the top edge of the paper to the "City, State" line is from 17 to 20 for the short letters of Stenographer HET and from 18 to 20 for the other letters in Group F.

TABLE CII
RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO "CITY, STATE" LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	17-20	18-19	18-19	-
MCR	18-19	18-19	18-19	18
S	18-19	18-19	19	-
EJH	19	19	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the "City, State" line. In almost all of the letters, however, this number of spaces ranges from 17 to 20.

Number of vertical spaces from top edge of paper to date line:

Table CIII shows that the range of the number of vertical spaces from the top edge of the paper to the date line is from 18 to 21 spaces for Stenographer HET's letters and from 19 to 20 for the letters typewritten by the other stenographers. There are 20 spaces from the top edge of the paper to the date line in a long letter and 18 in a short letter.

TABLE CIII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	18-21	18-20	19-20	-
MCR	19-20	19-20	19-20	19
S	19-20	19-20	20	-
EJH	20	20	-	-

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the date line. In all of the letters this number of spaces ranges from 18 to 21, but the length of the letter does not seem to determine the number of spaces which appear here.

Number of vertical spaces between date line and inside address:

Table CIV shows that the number of vertical spaces between the date line and the inside address ranges from 2 to 7. A short letter typewritten by Stenographer has two spaces between the date line and the inside address, while in a long letter there are as many as 6 spaces.

TABLE CIV

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN DATE LINE AND INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	3-7	2-7	3-6	-
MCR	2-6	3-6	3-4	3
S	2-6	3	5	-
EJH	3	3-5	-	-

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the date line and the inside address in the letters in Group F. The length of the letter does not seem to determine the number of spaces between the date line and the inside address.

Number of vertical spaces from top edge of paper to inside address:

Table CV shows that the number of vertical spaces from the top edge of the paper to the inside address ranges from 22 to 28. Several short letters as well as the very long letter typewritten by Stenographer MCR have 22 vertical spaces from the top edge of the paper to the inside address.

TABLE CV

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	23-28	22-26	24-26	-
MCR	22-26	23-26	23-24	22
S	22-25	23-25	25	-
EJH	24	24-26	-	-

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the inside address in the letters in Group F. The length of the letter does not seem to indicate the number of spaces to appear here, nor does any particular number of spaces appear consistently in the letters of one stenographer.

Number of vertical spaces occupied by inside address:

In 98 of the 100 letters in Group F, the inside address occupies 3 vertical spaces. In a medium-length letter typewritten by Stenographer HET the inside address occupies 4 vertical spaces, and in a long letter typewritten by Stenographer S, it occupies 5 vertical spaces.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces allotted to the inside address. In nearly all of the letters in this Group, the inside address occupies 3 vertical spaces; however, a letter in which the inside address occupies 5 vertical spaces is not withheld from the mails.

Number of vertical spaces from top edge of paper to subject notation:

In the 4 letters typewritten by Stenographer HET, 2 short and 2 medium-length, in which a subject notation appears, there are 31 to 32 vertical spaces from the top edge of the paper to the subject notation.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the subject notation. This number of spaces is 31 or 32 in each of the letters bearing a reference notation.

Number of vertical spaces occupied by subject notation:

The subject notations in the 1 short and 2 medium-length letters occupy 1 vertical space; in 1 short letter the subject notation occupies 2 vertical spaces.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces allotted to the subject notation. In each instance this number is 1 or 2.

Number of vertical spaces from subject notation to body:

In each of the letters bearing a subject notation, there is 1 vertical space between the notation and the body.

Conclusion.—It is consistent practice for 1 vertical space to appear between the subject notation and the body.

Number of vertical spaces from top edge of paper to body:

Table CVI shows that the number of vertical spaces from the top edge of the paper to the body in Stenographer HET's letters ranges from 28 to 35.

In the letters typewritten by the other stenographers, this number of spaces ranges from 28 to 32. For short letters, this number of spaces ranges from 28 to 35 and for long letters from 29 to 32.

TABLE CVI

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF
PAPER TO FIRST LINE OF BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	29-35	28-35	30-32	-
MCR	28-32	29-32	29-30	28
S	28-31	29-31	30	-
EJH	30	30-31	-	-

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the body. In the letters typewritten by Stenographers MCR, S, and EJH this number ranges from 28 to 32. Fewer spaces appear here in long letters than in short letters.

Number of vertical spaces below body in relation to number of vertical spaces above body:

Table CVII shows that in a letter in which there are 32 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces from the last line of the body to the bottom of the page, ranges

from 4 to 31. In the letters in which there are 28 vertical spaces from the top edge of the paper to the first line of writing, the range of the number of spaces from the last line of the body to the bottom edge of the paper is from 7 to 32.

TABLE CVII
RANGE OF NUMBER OF SPACES BELOW BODY IN RELATION TO A
GIVEN NUMBER OF SPACES ABOVE BODY

Stenographer	Number of vertical spaces from top edge of paper to body							
	28	29	30	31	32	33	34	35
HET								
Short	-	22-28 (2)	25-31 (2)	25-31 (7)	23-31 (13)	21-30 (3)	23-28 (4)	24 (1)
Medium	15-28 (2)	23-24 (2)	19-22 (5)	21-24 (2)	21-22 (2)	22 (1)	16 (1)	21 (1)
Long	-	-	9-12 (2)	13-16 (3)	4 (1)	-	-	-
MCR								
Short	31-32 (2)	23-28 (2)	27-30 (2)	27 (1)	25-26 (2)	-	-	-
Medium	-	19 (1)	23 (1)	-	24 (1)	-	-	-
Long	-	11-18 (3)	11-18 (4)	-	-	-	-	-
V Long	7 (1)	-	-	-	-	-	-	-
S								
Short	27 (1)	27-30 (2)	23-30 (4)	25-31 (3)	-	-	-	-
Medium	-	15 (1)	-	19 (1)	-	-	-	-
Long	-	-	12 (1)	-	-	-	-	-
EJH								
Short	-	-	-	26 (1)	-	-	-	-
Medium	-	-	26 (1)	13 (1)	-	-	-	-

Note: The number in parentheses indicates the frequency of letters in the classification. This table should be read: In the 2 short letters typewritten by Stenographer HET in which there are 29 vertical spaces from the top edge of the paper to the body, the number of spaces below the body ranges from 22 to 28.

Conclusion.--There is no consistency with respect to the number of vertical spaces below the body of the letter in relation to a given number of vertical spaces above the body of the letter. (This is a logical result of the rather narrow range of spaces from the top edge of the paper to the first line of the body. If the number of spaces from the top edge of the paper to the first line of the body is nearly the same for a very long letter as for a short letter, and both letters are written on one page, there would, of necessity, be a wide range of spaces from the last line of the body to the bottom edge of the paper for a given number of spaces from the top edge of the paper to the first line of the body.)

Number of lines in body in relation to a given number of vertical spaces from top edge of paper to first line of body:

Table CVIII shows that the number of lines in the body ranges from 1 to 24 in the letters in which there are 30 vertical spaces from the top edge of the paper to the first line of the body. In the letters in which there are from 33 to 35 vertical spaces from the top edge to the first line of the body, the number of lines in the body ranges from 1 to 9.

TABLE CVIII

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A
GIVEN NUMBER OF SPACES ABOVE BODY

Stenographer	Number of Vertical Spaces from Top Edge of Paper to Body							
	28	29	30	31	32	33	34	35
HET								
Short	-	1-4 (2)	1-9 (2)	1-9 (7)	1-9 (13)	1-14 (3)	1-9 (4)	3 (1)
Medium	10-19 (2)	10-14 (2)	5-14 (5)	10-14 (2)	5-9 (2)	6 (1)	9 (1)	4 (1)
Long	-	-	15-19 (2)	15-19 (3)	17 (1)	-	-	-
MCR								
Short	1-4 (2)	1-4 (2)	1-4 (2)	3 (1)	1-4 (2)	-	-	-
Medium	-	14 (1)	7 (1)	-	8 (1)	-	-	-
Long	-	15-19 (3)	15-24 (4)	-	-	-	-	-
V Long	24 (1)	-	-	-	-	-	-	-
S								
Short	8 (1)	5-9 (2)	1-9 (4)	1-4 (3)	-	-	-	-
Medium	-	17 (1)	-	12 (1)	-	-	-	-
Long	-	-	21 (1)	-	-	-	-	-
EJH								
Short	-	-	-	7 (1)	-	-	-	-
Medium	-	-	7 (1)	17 (1)	-	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 2 short letters, typewritten by Stenographer HET in which there are 29 vertical spaces from the top edge of the paper to the body, the number of lines in the body ranges from 1 to 4.

Conclusion.--For a given number of vertical spaces between the top edge of the paper and the first line of the body, the number of lines in the body ranges widely. There are, however, for the letters in which there are from 33 to 35 vertical spaces from the top edge of the paper to the body, no more than 9 lines in the body. (This lack of relationship is the logical result of the narrow range of the number of spaces from the top edge of the paper at which the first line of writing of all letters, regardless of length, is begun.

Number of lines in body in relation to a given number of paragraphs:

Table CIX shows that in the three-paragraph letters the number of lines in the body ranges from 5 to 24. In the two-paragraph letters the number of lines in the body ranges from 2 to 19. There are five-paragraph letters containing as few as 5 lines in the body and one-paragraph letters containing as many as 14 lines in the body.

TABLE CIX
RANGE OF NUMBER OF LINES IN BODY IN RELATION
TO A GIVEN NUMBER OF PARAGRAPHS

Stenographer	Number of Paragraphs				
	1	2	3	4	5
HET					
Short	1-9 (15)	2-9 (8)	3-9 (3)	4-9 (4)	5-14 (2)
Medium	4 (1)	5-14 (10)	5-9 (2)	13 (1)	5-14 (2)
Long	-	15-19 (2)	15-19 (2)	15-19 (2)	-
MCR					
Short	1-4 (7)	2-4 (2)	-	-	-
Medium	-	8 (1)	5-9 (2)	-	-
Long	-	15-19 (2)	24 (1)	15-19 (4)	-
V Long	-	-	24 (1)	-	-
S					
Short	1-4 (6)	-	5-9 (4)	-	-
Medium	-	12 (1)	-	17 (1)	-
Long	-	-	-	21 (1)	-
EJH					
Short	-	7 (1)	-	-	-
Medium	-	-	7 (1)	17 (1)	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 15 short one-paragraph letters, typewritten by Stenographer HET, the number of lines in the body ranges from 1 to 9.

Conclusion.--There is no consistency of practice with respect to the minimum number of paragraphs in a letter or the minimum number of lines which constitute a paragraph.

Number of vertical spaces between paragraphs:

One vertical space appears between paragraphs and between the last paragraph in the body and the complimentary close.

Conclusion.--It is consistent practice in the letters in Group F for 1 vertical space to appear between paragraphs and between the body and the complimentary close.

Number of vertical spaces between complimentary close and firm name:

The firm name follows the complimentary close in 54 letters: 34 short, 11 medium-length, and 3 long typewritten by Stenographer HET; and, 1 short and 5 long typewritten by Stenographer MCR. In each of these letters, there is 1 vertical space between the complimentary close and the firm name.

Conclusion.--It is consistent practice for the complimentary close to be followed by 1 vertical space when the firm name is written beneath it.

Number of vertical spaces between complimentary close and typewritten signature:

Table CX shows that in the 46 letters in which the typewritten signature follows the complimentary close, the number of vertical spaces appearing between the complimentary close and the typewritten signature

ranges from 1 to 3. Two space appear here in a short letter typewritten by Stenographer MCR and there are 3 spaces here in a very long letter typewritten by the same stenographer. In each of the 3 letters typewritten by Stenographer EJH, 3 spaces appear between the complimentary close and the typewritten signature.

TABLE CX

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN COMPLIMENTARY CLOSE AND
TYPEWRITTEN SIGNATURE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	2 (8)	2-3 (5)	1-2 (3)	-
MCR	2-3 (8)	2-3 (2)	3 (3)	3 (1)
S	2 (10)	2-3 (2)	2 (1)	-
EJH	3 (1)	3 (2)	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the complimentary close and the typewritten signature. It is consistent practice for 3 spaces to appear here in the letters typewritten by Stenographer EJH.

Number of vertical spaces between firm name and typewritten signature:

In the 54 letters in which a firm name follows the complimentary close, three vertical spaces appear between the firm name and the complimentary close.

Conclusion.--It is the consistent practice in the letters in which a firm name follows the complimentary close for 3 vertical spaces to appear between the firm name and the typewritten signature.

Number of vertical spaces between typewritten signature and reference initials:

In the letters of various lengths typewritten by each of the stenographers there is either no vertical space or 1 vertical space between the typewritten signature and the reference initials.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the typewritten signature and the reference initials. In all of the letters in the Group, however, this number of spaces is either 0 or 1.

Horizontal position of "City, State" line:

Table CXI shows that the position of the "City, State" line varies to the extent of 4 spaces more at the left than at the right and 8 spaces more at the right than at the left.

TABLE CXI
HORIZONTAL POSITION OF "CITY, STATE" LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	-4 to 4	-4 to 1	-3 to 1	-
MCR	-3 to 0	-3 to 1	-3 to 1	-2
S	0 to 8	0 to 4	0	--
EJH	1	-1 to 6	-	-

Note: The minus number indicates more spaces at the left than at the right; 0 indicates the same number at each side; the number preceded by no sign indicates more spaces at the right than at the left.

Conclusion.--There is no consistency of practice with respect to the horizontal position of the "City, State" line. Letters in which there are as many as 8 spaces more at one side than at the other are not withheld from the mails.

Horizontal position of date line:

Table CXII shows that the horizontal position of the date line in the letters in Group F is such that there are as many as 5 spaces more at the left of the date line than at the right and so that there are as many as 8 spaces more at the right of the date line than at the left.

TABLE CXII
HORIZONTAL POSITION OF DATE LINE

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	-3 to 6	-5 to 3	0 to 2	-
MCR	-4 to 3	-3 to 2	-5 to 3	1
S	-3 to 6	-5 to 6	3	-
EJH	0	0 to 8	-	-

Note: The minus number indicates more spaces at the left than at the right; 0 indicates the same number at each side; the number preceded by no sign indicates more spaces at the right than at the left.

Conclusion.--There is no consistency of practice with respect to the horizontal position of the date line. A letter in which there are as many as eight spaces more at one side than at the other is not withheld from the mails.

Number of horizontal spaces between shortest and longest lines of inside address:

Table CXIII shows that the number of horizontal spaces between the shortest and longest lines of the inside address ranges from 2 to 25.

TABLE CXIII

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST
AND LONGEST LINES OF INSIDE ADDRESS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	2-24	3-25	12-24	-
MCR	12-25	24-25	10-25	12
S	6-12	6-25	6	-
EJH	23	23-24	-	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces between the shortest and longest lines of the inside address. A letter in which there are as many as 25 horizontal spaces between the shortest and longest lines of the inside address is not withheld from the mails.

Horizontal position of subject notation:

There are 34 horizontal spaces in 1 short letter and 42 horizontal spaces in another from the left edge of the paper to the subject notation; there are 40 horizontal spaces in 1 medium-length letter and 26 horizontal spaces in another from the left edge of the paper to the subject notation.

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the subject notation.

Number of horizontal spaces between shortest and longest lines of body:

Table CXIV shows that the range of the number of horizontal spaces between the shortest and longest lines in the body of the letter ranges from 0 to 13. The letter in which there are 13 horizontal spaces between the shortest and longest lines of the body is a short letter, typewritten by Stenographer HET.

TABLE CXIV

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN
SHORTEST AND LONGEST LINES OF BODY

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	0-13	2-8	4-8	-
MCR	2-6	2-4	6-10	8
S	1-7	5-9	4	-
EJH	4	1-4	-	-

Conclusion.--A short letter in which there are as many as 13 horizontal spaces between the shortest and longest lines of the body is not withheld from the mails.

Length of line in relation to length of letter:

Table CXV shows that lines occupying from 40 to 79 horizontal spaces are used in short letters and lines occupying from 50 to 79 horizontal spaces are used in long letters. A 50-space line is the shortest used in medium-length letters.

TABLE CXV
RELATIONSHIP OF LENGTH OF LINE TO LENGTH OF LETTER

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	50-79	50-79	60-79	-
MCR	40-79	60-79	50-79	60-69
S	50-79	50-59	70-79	-
EJH	50-59	50-79	-	-

Conclusion.—There is no consistency of practice with respect to the number of horizontal spaces occupied by the lines of the body in relation to a particular length of letter. In all of the letters, except those of short length, the lines of the body occupy at least 50 horizontal spaces.

Number of horizontal spaces from left edge of paper to closing block:

Table CXVI shows that the number of horizontal spaces from the left edge of the paper to the closing block ranges from 36 to 54.

TABLE CXVI

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER TO
CLOSING BLOCK

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	42-53	46-51	47-54	-
MCR	36-52	45-18	38-53	41
S	48-58	52	46	-
EJH	37-49	41-51	-	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the closing block.

Number of horizontal spaces indented for each paragraph:

Table CXVII shows that the number of horizontal spaces indented for each paragraph ranges from 4 to 20. The paragraph indentation of 20 spaces appears in a long letter typewritten by Stenographer MCR and the paragraph indentation of 4 spaces appears in a short letter typewritten by the same stenographer. In each of the letters of Stenographer S, the indentation is 5 spaces.

TABLE CXVII
RANGE OF NUMBER OF HORIZONTAL SPACES INDENTED FOR
EACH PARAGRAPH

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	5-11	5-11	4-11	-
MCR	4-19	5-20	5-20	18
S	5	5	5	-
EJH	5	5-7	-	-

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces indented for each paragraph. The length of the letter does not seem to determine the number of horizontal spaces indented here. In all of the letters typewritten by Stenographer S, this number of spaces is 5.

Number of discernible erasures:

Table CXVIII shows that the number of discernible erasures ranges from one to 3 in 26 of the 100 letters in Group F.

TABLE CXVIII
RANGE OF NUMBER OF DISCERNIBLE ERASURES

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	1-3 (13)	1-2 (3)	-	-
MCR	-	1 (1)	1-2 (3)	-
S	1 (2)	2 (1)	1 (1)	-
EJH	1 (1)	1 (1)	-	-

Note: The number in parentheses indicates the frequency of letters.

Conclusion.--Letters in which there are as many as 3 discernible erasures are not withheld from the mails, even though the letter is short in length.

Quality of erasures:

One erasure in a medium-length letter typewritten by Stenographer MCR and 1 erasure in a short letter typewritten by Stenographer EJH are noticeable, but clean. A smudged erasure appears in a short letter typewritten by Stenographer EJH. The other erasures are barely discernible.

Conclusion.--The erasures in the letters in Group F are usually barely noticeable. A short letter, however, in which a smudged erasure appears is not withheld from the mails.

Spelling:

Table ~~CXIX~~ shows that the misspelling of "following" appears 6 times in the letters of various lengths typewritten by Stenographer HET. Other errors appear in the letters of each of the stenographers.

TABLE CXIX
NUMBER OF LETTERS CONTAINING SPELLING ERRORS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET				
"following" for "following"	1	1	3	-
"indebtness" for "indebtedness"	1	-	-	-
"repitition" for "repetition"	-	1	-	-
"arrearrs" for "arrears"	-	1	-	-
MCR				
"excellant" for "excellent"	-	1	-	-
"incouragement" for "encouragement"	-	1	-	-
S				
"kinly" for "kindly"	1	-	-	-
"colum" for "column"	-	-	1	-
EJH				
"illiness" for "illness"		1	-	-

Conclusion.--A letter in which a spelling error is found is not withheld from the mails, even though the letter is short in length.

Word division:

One letter contains an error in word division at the end of a line of writing. "Hospitalizat-ion" appears in a short letter typewritten by Stenographer HET.

A word divided after the second stroke or in such a way that 2 strokes are brought forward to the next line of writing is found in 3 short letters typewritten by Stenographer HET.

Conclusion.--An error in word division is found rarely in the letters of Group F. The presence of one, however, even in a short letter, does not cause the letter to be withheld from the mails. A short letter in which a word is divided after the second stroke or in such a way that 2 strokes are brought forward to the next line of writing is not withheld from the mails.

Typewriting touch:

The print color of 96 of the 100 letters in Group F reflects an even typewriting touch. An irregularity in print color reflects a very uneven touch in 1 short letter typewritten by Stenographer HET, a slightly uneven touch in 1 short letter typewritten by Stenographer EJH, and a very uneven touch in 2 medium-length letters typewritten by the same stenographer.

Conclusion.--Letters in Group F are usually written with an even touch as indicated by the regularity of the print color. Letters which appear to have been typewritten with a slightly uneven or very uneven touch, however, are not withheld from the mails.

Condition of type:

Ninety-seven of the letters in Group F appear to have been typewritten on machines having clean type. One medium-length letter typewritten by Stenographer HET appears to have been written on a machine having slightly clogged type; 1 short and 1 medium-length letter typewritten by Stenographer EJH give the appearance of having been typewritten on machines having dirty type.

Conclusion.--Letters usually appear to have been typewritten on machines with clean type; however, a short letter which appears to have been typewritten on a machine with dirty type is not withheld from the mails.

Omission of spaces:

A space between words is omitted in 12 letters: 5 short, 2 medium-length, and 2 long, typewritten by Stenographer HET; 1 short typewritten by Stenographer MCR; and 2 short typewritten by Stenographer S.

Conclusion.--The omission of a space between words does not cause a letter, even though short in length, to be withheld from the mails.

Faulty shifting:

Two instances of faulty shifting are found in 1 medium-length letter typewritten by Stenographer HET and in 1 medium-length letter typewritten by Stenographer EJH. Three instances of faulty shifting are found in 1 short letter typewritten by Stenographer S. One instance of faulty shifting appears in 1 short letter typewritten by Stenographer HET; in 3 short letters and 1 medium-length letter typewritten by Stenographer MCR; and in 1 short letter typewritten by Stenographer S.

Conclusion.--As many as 3 instances of faulty shifting within 1 letter, even though the letter is short in length, does not cause the letter to be withheld from the mails.

Transpositions:

One instance of a transposition, "prehaps" for "perhaps," appears in a short letter typewritten by Stenographer HET.

Conclusion.--A transposition occurs rarely in the letter of Group F. The appearance of one in a short letter, however, does not cause the letter to be withheld from the mails.

Strikeovers:

Table CXX shows that strikeovers appear in the letters of various lengths typewritten by each of the stenographers. The number of strikeovers in each ranges from 1 to 4.

TABLE CXX
RANGE OF NUMBER OF STRIKEOVERS

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET	1-2 (12)	1-4 (7)	1-2 (2)	-
MCR	1 (1)	-	-	-
S	3 (1)	2 (1)	-	-
EJH	-	1 (1)		

Note: The number in parentheses indicates the frequency of the letters in the classification.

Conclusion.--Short letters in which there are as many as 3 strikeovers and medium-length letters in which there are as many as 4 strikeovers are not withheld from the mails.

Errors in grammar:

Table CXII shows that the most frequent error in grammar in the letters in Group F is the use of "will" for "shall" in the phrase "I will appreciate." This phrase appears in 6 letters.

TABLE CXII
NUMBER OF ERRORS IN GRAMMAR

Stenographer	Length of Letter			
	Short	Medium	Long	V Long
HET				
"will" for "shall" in "I will appreciate"	-	1	-	-
MCR				
"will" for "shall"	2	-	1	-
"affect" for "effect"	-	1	-	-
Incomplete sentence	-	1	-	-
"enthused"	-	1	-	-
S				
"will" for "shall"	2	-	-	-
Plural subject; singular predicate	-	1	-	-

Conclusion.--A letter in which an error in grammar appears is not withheld from the mails. The most frequent error in grammar in Group F is the use of "will" for "shall" in the phrase "I will appreciate."

Punctuation style:

The punctuation style used throughout the letters in Group F is open except that a colon and hyphen follow the salutation.

Conclusion.--It is consistent practice for the open style of punctuation, except that a colon and hyphen follow the salutation, to be followed.

Abbreviations and symbols:

"Policy number" is written as "policy #" in 6 short letters and 4 medium-length letters typewritten by Stenographer HET. It is written as "policy No." in a short letter by Stenographer HET; and, as "policy no." in a short letter by Stenographer S.

Conclusion.--There is no consistency of practice with respect to the abbreviation for "policy number."

Numbers:

Even amounts are expressed with the decimal and two zeros when they appear in the letters in Group F.

Conclusion.--It is consistent practice for even numbers to be expressed with the decimal and two zeros.

Capitalization:

These phrases, when used to refer to the concern represented by the signer of these letters, are capitalized: the company, home office, this office.

Conclusion.--It is consistent practice for these words to be capitalized when referring to the organization represented by the signer: the company, home office, and this office.

Style of signature:

The signature is written both in ink and on the typewriter.

Conclusion.--It is consistent practice for the signature to appear written both in ink and on the typewriter.

Firm name:

In the 54 letters in which a firm name appears below the complimentary close, it is typewritten in all capital letters.

Conclusion.--It is consistent practice for the firm name to be written in all capital letters when it appears below the complimentary close.

Reference initials:

The reference initials in Group F appear with the dictator's and the stenographer's initials in upper case, separated by a colon.

Conclusion.--It is consistent practice for the reference initials to appear with the dictator's and the stenographer's initials in upper case, separated by a colon.

Miscellaneous:

The enclosure notation is omitted in 11 short and 4 medium-length letters typewritten by Stenographer HET; in 2 medium-length letters typewritten by Stenographer MCR; and in 1 short letter typewritten by Stenographer S. Corrections in ink appear in 4 short and 2 medium-length letters typewritten by Stenographer HET; in 1 long letter typewritten by Stenographer MCR; and in 1 medium-length letter typewritten by Stenographer S.

An arabic number appears at the beginning of a line in a long letter typewritten by Stenographer MCR. An insertion made on the typewriter and indicated with a diagonal appears in a short letter typewritten by Stenographer HET.

Conclusion.--The omission of the enclosure notation does not cause a letter to be withheld from the mails, even though the notation is omitted from a short letter. Insertions or corrections in ink or typewritten do not cause a letter to be withheld from the mails. The beginning of a line with an arabic number does not cause the letter in which it appears to be withheld from the mails.

Table CXXII gives a summary of the conclusions for each possible factor involved in mailability considered for Group F. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where an inconsistency of practice is within a narrow range; or where a consistency of practice is found within the output of a stenographer, within the letters of a particular length, or within a large number of letters, it is noted as a tendency.

TABLE CXXII

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE FOR THE
POSSIBLE FACTORS CONSIDERED FOR GROUP F

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of spaces from top edge of paper to "City, State" line		x	17-20
No. of spaces from top edge of paper to date line		x	18-21
No. of spaces between date line and inside address		x	
No. of spaces from top edge of paper to inside address		x	
No. of spaces occupied by inside address		x	3
No. of spaces from top edge of paper to subject notation		x	31-32
No. of spaces occupied by subject notation		x	1-2
No. of spaces from subject notation to body	x (1)		

TABLE CXXII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of spaces from top edge of paper to body		x	Fewer in long letters than in short
No. of spaces below body in relation to no. of spaces above body		x	
No. of lines in body in relation to no. of spaces above body		x	
No. of lines in body in relation to a given no. of paragraphs		x	
No. of spaces between para- graphs	x (1)		
No. of spaces between com- plimentary close and firm name	x (1)		
No. of spaces between com- plimentary close and type- written signature		x	3 for Stenographer EJH
No. of spaces between firm name and typewritten signa- ture	x (3)		
No. of spaces between type- written signature and ref- erence initials		x	None or 1
Horizontal Placement			
Position of "City, State" line		x	
Position of date line		x	
No. of spaces between shortest and longest lines of inside address		x	

TABLE CXXII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of spaces between shortest and longest lines of body		x	
Length of line in relation to length of letter		x	At least 50 in all except short
No. of spaces from left edge of paper to closing block		x	
No. of spaces indented for each paragraph		x	5 for Stenographer S
Absence of erasures		x	
Neatness of erasures		x	Barely noticeable
Correctness of spelling		x	
Correctness of word division		x	Error rare
Evenness of typewriting touch		x	Usually even
Cleanliness of type		x	Clean
Even alignment of type		x	Faulty shifting
Accuracy of typewriting			
Omission of spaces		x	
Transpositions		x	Rare
Strikeovers		x	
Correctness of grammar		x	"will" for "shall"
Punctuation style	x (open except colon and hyphen after salutation)		
Abbreviations and symbols			
Policy number		x	
Numbers			
Even sums	x (with decimal and two zeros)		

TABLE CXXII (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Capitalization			
Company	x		
Home office	x		
This office	x		
Style of signature	x (in ink and type- written)		
Style of firm name	x (all capital letters)		
Style of reference initials	x (dictator's and stenographer's initials in upper case, separated by colon)		

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group E.

The standard of mailability for the correspondence of Group F consists of the following factors:

1. There is 1 vertical space between the subject notation and the body.
2. There is 1 vertical space between paragraphs and between the last line of the body and the complimentary close.
3. There is 1 vertical space between the complimentary close and the firm name, when the firm name appears in a letter.
4. There are 3 vertical spaces between the firm name and the typewritten signature, when the firm name appears in a letter.
5. The open style of punctuation, except for a colon and hyphen after the salutation is followed.
6. Even amounts of money are written with the decimal and two zeros.
7. These words when used in reference to the concern represented by the signer of these letters are capitalized: company, home office, this office.
8. The firm name, when it follows the complimentary close, is written in all capital letters.
9. The reference initials are written with the dictator's and the stenographer's initials in upper case, separated by a colon.

CHAPTER IX

GROUP G

The letters in Group G were addressed to a general agent in the fifteenth largest branch office and signed by the Assistant Secretary in the home office of a life insurance company.

Intra-company correspondence forms, letterhead stationery, second-sheet headings, and different sizes of stationery are supplied to the branch offices by the home office.

Intra-company correspondence forms are used in the letters of Group G. The printed heading occupies 12 vertical spaces (2 inches) and there are five pica spaces (1/2 inch) from the heading to the left and right edges of the paper.

These letters were written on machines having 10-pitch elite type. Single spacing is used and paragraphs are indented, as is the closing block.

All of the letters in the Group are typewritten on 1 page and by one stenographer. Seventy-five are short in length; 25 are of medium-length.

Number of vertical spaces from top edge of paper to subject notation:

A subject notation appears in 88 of the letters in Group G. Sixty-nine of these letters are short and 19 are medium in length. The number of vertical spaces from the top edge of the paper to the subject notation ranges from 14 to 22 in the short letters and from 12 to 20 in the medium-length letters.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the subject notation.

Number of vertical spaces occupied by subject notation:

The number of vertical spaces occupied by the subject notation ranges from 1 to 3 for both short and medium-length letters.

Conclusion.—There is no consistency of practice with respect to the space allotment for the subject notation.

Number of vertical spaces between subject notation and body of letter:

The number of vertical spaces between the subject notation and the body of the letter ranges from 1 to 5 in the short letters and from 1 to six in the medium-length letters.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the subject notation and the body of the letter. The length of the letter does not seem to determine this number of spaces.

Number of vertical spaces from top edge of paper to body of letter:

The number of vertical spaces from the top edge of the paper to the first line of the body ranges from 14 to 29 vertical spaces in the short letters and from 14 to 25 vertical spaces in the medium-length letters.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first line of the body, regardless of letter length.

Number of lines in body in relation to number of vertical spaces from top edge of paper to first line of body:

Table CXXIII shows that for almost every given number of spaces from the top edge of the paper to the first line of the body, the number of lines

in the body varies widely. In the 46 short letters in which there are 19 or 20 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body range from 2 to 11. However, in the 23 short letters in which there are 21 or 22 vertical spaces from the top edge of the paper to the first line of the body, the range of the number of lines in the body is from 6 to 9.

TABLE CXXIII

RANGE OF THE NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER OF VERTICAL SPACES FROM THE TOP EDGE OF PAPER TO FIRST LINE OF BODY

No. of Spaces from 13- Top Edge of 14 Paper to Body	15- 16	17- 18	19- 20	21- 22	23- 24	25- 26	27- 28	29- 30
Short letters	8-11 (2)	3-12 (4)	3-13 (8)	2-11 (46)	6-9 (23)	- (1)	-	4 (1)
Medium- length letters	13-19 (2)	16-20 (3)	14-17 (8)	12-17 (6)	13 (1)	8-20 (2)	12-16 (3)	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 2 short letters in which there are 13 or 14 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 8 to 11.

Conclusion.—There is no consistency of practice with respect to the relation between the number of lines in the body and the number of vertical spaces from the top edge of the paper to the first line of the body. For the letters in which 21 or 22 vertical spaces appear from the top edge of the paper to the first line of the body, the number of lines in the body ranges from 6 to 9.

Number of spaces below body in relation to a given number of spaces above body:

Table CXXIV shows that in the short letters in which there are 19 or twenty spaces from the top edge of the paper to the first line of the body, the number of spaces below the body of the letter ranges from 16 to 35. In the medium-length letters in which there are 17 or 18 vertical spaces from the top edge of the paper to the first line of the body, the number of vertical spaces from the last line of the body to the bottom edge of the paper ranges from 14 to 25.

TABLE CXXIV

RANGE OF NUMBER OF SPACES BELOW BODY IN RELATION
TO A GIVEN NUMBER OF SPACES ABOVE BODY

Length of Letter	Number of Spaces from Top Edge to Body								
	13- 14	15- 16	17- 18	19- 20	21- 22	23- 24	25- 26	27- 28	29- 30
Short	20-27 (2)	20-29 (4)	16-35 (8)	16-35 (46)	17-25 (23)	-	34 (1)	-	32 (1)
Medium	17-21 (2)	13-17 (3)	14-25 (8)	13-30 (6)	26 (1)	16-28 (2)	21-26 (3)	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 2 short letters in which there are 13 or 14 vertical spaces from the top edge of the paper to the first line of the body, there are 20 to 27 vertical spaces from the last line of the body to the bottom edge of the paper.

Conclusion.--There is no consistency of practice with respect to the ratio of the bottom marginal space below the body of the letter to the top marginal space above the body of the letter.

Number of lines in body in relation to a given number of paragraphs:

Table CXXV shows that in the short two-paragraph letters the number of lines in the body ranges from 3 to 13. In the medium-length three-paragraph letters the number of lines in the body ranges from 12 to 16. A medium-length one-paragraph letter contains as many as 17 lines.

TABLE CXXV

RANGE OF NUMBER OF LINES IN BODY IN RELATION
TO A GIVEN NUMBER OF PARAGRAPHS

Length of Letter	Number of Paragraphs					
	1	2	3	4	5	6
Short	3-11 (37)	3-13 (24)	8-12 (13)	-	10 (1)	-
Medium	17 (1)	15 (1)	12-16 (18)	13 (1)	8-21 (4)	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 37 short one-paragraph letters, the number of lines in the body ranges from 3 to 11.

Conclusion.—There is no consistency of practice with respect to the minimum number of lines in a paragraph nor minimum number of paragraphs in a letter. A medium-length letter, consisting of one 17-line paragraph was not withheld from the mails.

Number of vertical spaces between paragraphs:

The number of vertical spaces between paragraphs and between the last line of the body and the complimentary close is 1 in each letter.

Conclusion.—It is consistent practice for 1 vertical space to appear between the paragraphs of a letter and between the body and the complimentary close.

Number of vertical spaces between complimentary close and typewritten signature:

The number of vertical spaces between the complimentary close and the typewritten signature ranges from 1 to 3 in the short and medium-length letters.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the complimentary close and the typewritten signature. In none of the letters is the number of spaces more than 3.

Number of vertical spaces between typewritten signature and title:

Either no space or 1 space appears between the typewritten signature and title, in letter of both short and medium length.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the typewritten signature and title. Either no space or 1 space appears here in all of the letters in the Group.

Number of vertical spaces between title and "By":

The number of vertical spaces between the title and the word, "By," is either 1 or 2 in both the short and medium-length letters.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the title and the word, "By," in the letters in Group G. This number of spaces is 1 or 2 in all of the letters.

Number of vertical spaces between "By" and reference initials:

The reference initials appear immediately below the word, "By," with no vertical space between.

Conclusion.—It is consistent practice for no vertical space to appear between the word, "By," and the reference initials.

Number of vertical spaces between reference initials and enclosure notation:

In the 22 short letters and 5 medium-length letters in which an enclosure notation appears, there is no vertical space between the reference initials and the enclosure notation.

Conclusion.—It is consistent practice for no vertical space to appear between the reference initials and the enclosure notation, in those letters in which the enclosure notation appears.

Length of line in relation to length of letter:

In the short letters the number of horizontal spaces occupied by the lines of the body ranges from 30 to 79. In the medium-length letters, the number of horizontal spaces occupied by the lines of the body ranges from thirty to 69.

Conclusion.—There is no consistency of practice with respect to the relation between the horizontal space occupied by the lines of the body to a particular length of letter. A short letter in which the lines in the body are of longer length than any of the lines in the body of the medium-length letters is not withheld from the mails.

Horizontal position of subject notation:

In the short letters, the position of the subject notation is such that there are as many as 3 horizontal spaces more at the left of the notation than at the right and 9 horizontal spaces more at the right of

the subject notation than at the left.

In the medium-length letters the position of the subject notation is such that there are as many as 2 horizontal spaces more at the left of the notation than at the right and 10 horizontal spaces more at the right than at the left.

Conclusion.--There is no consistency of practice with respect to the horizontal position of the subject notation. A short letter in which there are as many as 9 horizontal spaces more at one side than at the other is not withheld from the mails.

Number of horizontal spaces between the shortest and longest lines of the body:

In the short letters, the number of horizontal spaces between the shortest and longest lines of the body ranges from 1 to 11. In the medium-length letters, the number of horizontal spaces between the shortest and longest lines of the body ranges from 3 to 9. (In the short letter in which there are 11 horizontal spaces between the shortest and longest lines of the body, the longest line extends to the right edge of the paper.)

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces between the shortest and longest lines of the body. A short letter in which there are as many as 11 horizontal spaces between the shortest and longest lines of the body and in which the longest line extends to the right edge of the paper is not withheld from the mails.

Number of horizontal spaces from left edge of paper to closing block:

The number of horizontal spaces from the left edge of the paper to the

closing block ranges from 19 to 37 in the short letters and from 19 to 43 in the medium-length letters.

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the closing block.

Spelling:

No errors in spelling are found in the letters of Group G.

Conclusion.--It is consistent practice for words to be spelled correctly in the letters of Group G.

Word division:

No errors in word division are found in the letters of Group G.

In 15 short letters and in 2 medium-length letters there are words divided after the second stroke or in such a way that 2 strokes are brought forward to the next line.

Conclusion.-- It is consistent practice for word to be divided correctly at the end of a line in the letters of Group G. Words divided after the second stroke or in such a way that 2 strokes are brought forward to the next line do not cause a letter to be withheld from the mails.

Number of discernible erasures:

One discernible erasure appears in 3 short letters and in 2 medium-length letters.

Conclusion.--Discernible erasures appear occasionally in the letters of this Group. The appearance of a discernible erasure in a short letter does not cause the letter to be withheld from the mails.

Quality of discernible erasures:

Two of the discernible erasures in the short letters are barely noticeable, 1 is noticeable, but clean. The 2 erasures in the medium-length letters are barely noticeable.

Conclusion.--The erasures which are discernible in the letters in Group G are usually barely noticeable. However, an erasure that is noticeable, but clean does not cause a short letter to be withheld from the mails.

Faulty shifting:

One instance of faulty shifting appears in a short letter and 1 instance of faulty shifting appears in a medium-length letter.

Conclusion.--Instances of faulty shifting are found infrequently in the letters in Group G. However, the appearance of such a variation in alignment does not cause a letter to be withheld from the mails.

Strikeovers:

A strikover appears in 4 short letters and in 1 medium-length letter.

Conclusion.--A strikeover appears occasionally in the letters of Group G. The appearance of one, even in a short letter, does not cause the letter to be withheld from the mails.

Punctuation style:

No punctuation follows the subject notation when it appears in a letter; however, punctuation follows each line of the closing block.

Conclusion.--It is consistent practice for punctuation to follow each line of the closing block. The subject notation, however, is not followed by punctuation.

Numbers:

The date, appearing in the body of a letter, is written 4 times with a hyphen between the month, day, and year; once with a diagonal between the month, day, and year; and, once with a period between the month, day, and year.

Conclusion.--There is no consistency of practice with respect to the writing of the date in the body of a letter.

Dash:

The dash appears 7 times as a hyphen preceded and followed by a space and once as 2 hyphens with a space between in the short letters. It appears as hyphen preceded and followed by a space in a medium-length letter.

Conclusion.--There is no consistency of practice with respect to the style of writing the dash. It is usually written as a hyphen preceded and followed by a space.

Style of subject notation:

In 87 of the letters in which a subject notation appears it is underlined with a continuous typewritten line. In 1 short letter, it is not underlined.

Conclusion.--There is no consistency of practice with respect to the style of writing the subject notation. It usually appears with a continuous typewritten underline.

Style of underline:

The underline appears each time as a continuous line under both spaces and strokes.

Conclusion.--It is consistent practice for the underline to be written as a continuous line under strokes and spaces.

Capitalization:

"Home office," referring to the concern represented by the signer of these letters, is capitalized each time it appears.

Conclusion.--It is consistent practice for "home office" to be capitalized.

Abbreviations:

"Policy number" appears as "Policy No." in a short letter and as "policy #" in another short letter.

Conclusion.--There is no consistency of practice with respect to the abbreviation for "policy number."

Miscellaneous:

An insertion in ink appears in 1 short letter. A typewritten insertion indicated by a diagonal appears in a short letter. The words "Air Mail" appear in ink in 1 short and 1 medium-length letter.

Conclusion.--Letters in which insertions and additions are made either in ink or on the typewriter are not withheld from the mails.

Table CXXVI gives a summary of the conclusions for each possible factor involved in mailability considered for Group G. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where an inconsistency of practice is within a narrow range; or where a consistency of practice is found within the output of a stenographer, within the letters of a particular length, or within a large number of letters, it is noted as a tendency.

TABLE CXXVI

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE FOR
THE POSSIBLE FACTORS CONSIDERED FOR GROUP G

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of spaces from top edge of paper to subject notation		x	
No. of spaces occupied by subject notation		x	
No. of spaces between subject notation and body of letter		x	
No. of spaces from top edge of paper to body of letter		x	
No. of lines in body in rela- tion to no. of spaces above body		x	
No. of spaces below body in relation to a given no. of spaces above body		x	

TABLE CXXVI (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of lines in body in relation to a given no. of paragraphs		x	
No. of vertical spaces between paragraphs	x (1)		
No. of spaces between complimentary close and typewritten signature		x	None more than 3
No. of vertical spaces between typewritten signature and title		x	None or 1
No. of spaces between title and "By"		x	1 or 2
No. of spaces between "By" and reference initials	x (none)		
No. of spaces between reference initials and enclosure notation	x (none)		
Horizontal Placement			
Length of line in relation to length of letter		x	
Horizontal position of subject notation		x	
No. of spaces between shortest and longest lines of body		x	
No. of spaces from left edge of paper to closing block		x	
Correctness of spelling	x		
Correctness of word division	x		
Absence of erasures			
Neatness of erasures		x	Barely noticeable

TABLE CXXVI (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Even alignment of type		x	Faulty shifting
Accuracy of typewriting		x	Strikeovers
Punctuation style	x (punctuation after lines of closing block; not after subject notation)		
Numbers			
Date		x	
Dash		x	Hyphen, preceded and followed by a space
Style of subject notation		x	Underlined
Style of underline	x (continuous under spaces and strokes)		
Capitalization			
Home office	x		
Abbreviations			
Policy number		x	

The foregoing summary indicates that there is consistency of practice with respect to a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group G.

The standard of mailability for the correspondence of Group G consists of the following factors:

1. There is 1 vertical space between paragraphs and between the body and the complimentary close.
2. There is no vertical space between the word, "By," and the reference initials.
3. There is no vertical space between the reference initials and the enclosure notation in those letters which bear an enclosure notation.
4. Words are spelled correctly.
5. Words are divided correctly at the end of a line.
6. Punctuation follows the lines of the closing block, but not the subject notation when such a notation appears in a letter.
7. The underline is typewritten as a continuous line under spaces and strokes.

CHAPTER X

GROUP H

The letters in Group H were addressed to a district supervisor and signed by the general agent of the fifteenth largest branch office of a life insurance company.

Eight agents are connected with this branch and five stenographers and clerical workers are employed in this office.

As in Group G, intra-company correspondence forms, letterhead stationery, second-sheet headings, and different sizes of stationery are supplied to the branch offices by the home office.

Letterhead stationery is used in the correspondence in Group H. The letterhead occupies 9 vertical spaces (1 1/2 inches) from the top edge of the paper and is centered horizontally so that there are 18 elite spaces (1 1/2 inches) from the letterhead to the left and right edges of the paper.

These letters were written on machines having elite type. Single spacing is used and a semi-block style is followed.

All letters are typewritten on one page.

Table CXXVII shows the distribution of letters in Group H, classified by length and by stenographer, for reference throughout the report on the findings for each possible factor on the analysis sheet (unless otherwise specified in the table).

TABLE CXXVII

DISTRIBUTION OF LETTERS ACCORDING TO LENGTH AND STENOGRAPHER

Stenographer	Length of Letter			Total
	Short	Medium	Long	
B	36	21	1	58
R	28	10	4	42
Total	64	31	5	100

Number of vertical spaces from top edge of paper to "City, State" line:

Table CXXVIII shows that the number of vertical spaces from the top edge of the paper to the "City, State" line ranges from 10 to 14.

TABLE CXXVIII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO "CITY, STATE" LINE

Stenographer	Short	Length of Letter	
		Medium	Long
B	10-14	10-14	10
R	10-13	10-12	13

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the "City, State" line. However, this number of spaces ranges from 10 to 14 in all of the letters in the Group.

Number of vertical spaces between "City, State" line and date line:

In the letters of Stenographer B, no vertical space appears between the "City, State" line and the date line. In the short and medium-length letters of Stenographer R, either no vertical space or 1 vertical space appears between the "City, State" line and the date line. In the long letters of Stenographer R, no space appears here.

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the "City, State" line and the date line. Either no vertical space or 1 vertical space appears here throughout the Group.

Number of vertical spaces from top edge of paper to date line:

Table CXXIX shows that the number of vertical spaces from the top edge of the paper to the date line ranges from 11 to 15. There are 15 vertical spaces from the top edge of the paper to the date line in short letters as well as in medium-length letters; there are 11 vertical spaces in short, medium, and long letters; there are 14 vertical spaces in medium-length as well as long letters.

TABLE CXXIX

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO DATE LINE

Stenographer	Short	Length of Letter	
		Medium	Long
B	11-15	11-15	11
R	11-15	11-14	14

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the date line, regardless of the length of the letter. However, this number of spaces ranges from 11 to 15 in all of the letters in the Group.

Number of vertical spaces between date line and inside address:

Table CXXX shows that the number of vertical spaces between the date line and the inside address ranges from 4 to 7 in the letters in Group H. This range is from 4 to 5 spaces in the short and long letters of Stenographer R.

TABLE CXXX

RANGE OF NUMBER OF VERTICAL SPACES BETWEEN DATE LINE AND
INSIDE ADDRESS

Stenographer	Length of Letter		
	Short	Medium	Long
B	5-7	5-7	5
R	4-5	4-6	4-5

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the date line and the inside address.

Number of vertical spaces from top edge of paper to inside address:

Table CXVII shows that the number of vertical spaces from the top edge of the paper to the date line ranges from 16 to 21. For the medium-

length letters this range is from 18 to 21. However, there are short and long letters in which the number of spaces from the top edge of the paper to the inside address is 18.

TABLE CXXXI

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO
INSIDE ADDRESS

Stenographer	Length of Letter		
	Short	Medium	Long
B	18-20	18-21	16
R	16-21	18-20	18-19

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the inside address. In the medium-length letters, this number of spaces ranges from 18 to 21.

Number of vertical spaces occupied by inside address:

In the short and medium-length letters of Stenographer B, the inside address occupies 2 or 3 vertical spaces; in the long letter typewritten by Stenographer B, the inside address occupies 3 spaces. In all of the letters typewritten by Stenographer R, the inside address occupies 2 vertical spaces.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces allotted for the inside address. In the letters of Stenographer R, the inside address occupies 2 vertical spaces.

Number of vertical spaces between inside address and salutation:

One vertical space appears between the inside address and the salutation.

Conclusion.--It is consistent practice for 1 vertical space to appear between the inside address and the salutation.

Number of vertical spaces from top edge of paper to salutation:

Table CXXXII shows that the number of vertical spaces from the top edge of the paper to the salutation ranges from 20 to 25.

TABLE CXXXII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO
SALUTATION

Stenographer	Length of Letter		
	Short	Medium	Long
B	22-25	21-24	24
R	20-24	21-23	22-23

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the salutation.

Number of vertical spaces from top edge of paper to subject notation:

A subject notation appears below the salutation in 35 of the letters in Group H. Table CXXXIII shows that the number of vertical spaces from the top edge of the paper to the subject notation ranges from 20 to 25.

TABLE CXXXIII

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER
TO SUBJECT NOTATION

Stenographer	Length of Letter		
	Short	Medium	Long
B	22-25 (12)	21-24 (10)	(1) 24
R	20-24 (7)	21-33 (5)	22-23 (2)

Note: The number in parentheses indicates the frequency of letters in the classification.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper the subject notation.

Number of vertical spaces occupied by subject notation:

The subject notation occupies 1 or 2 vertical spaces in the short and medium-length letters of Stenographer R and 1 vertical space in all the other letters.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces allotted for the subject notation. This number of spaces, however, is 1 or 2 in all of the letters in the Group.

Number of vertical spaces between subject notation and first line of body:

One vertical space appears between the subject notation and the first line of the body in the 35 letters in which such a notation appears.

Conclusion.--It is consistent practice for 1 vertical space to appear between the subject notation and the first line of the body.

Number of vertical spaces from top edge of paper to first line of body:

Table CXXXIV shows that the number of vertical spaces from the top edge of the paper to the first line of the body ranges from 22 to 29. There are as many as 26 spaces from the top edge of the paper to the body in a long letter and as few as 22 in a short letter.

TABLE CXXXIV

RANGE OF NUMBER OF VERTICAL SPACES FROM TOP EDGE
OF PAPER TO BODY

Stenographer	Length of Letter		
	Short	Medium	Long
B	22-27	23-28	25
R	23-29	24-28	25-26

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces from the top edge of the paper to the first line of the body.

Number of lines in body in relation to a given number of vertical spaces from top edge of paper to body:

Table CXXXV shows that the short letters typewritten by Stenographer B in which there are 26 or 27 vertical spaces from the top edge of the paper to the first line of the body contain from 5 to 9 lines in the body. In the medium-length letters typewritten by Stenographer R in which there are 26 vertical spaces from the top edge of the paper to the first line of the body, the number of lines in the body is 15 or 16. However, a medium-length letter containing 8 lines in the body, has 22 vertical spaces

from the top edge of the paper to the first line of the body in 1 letter and 29 vertical spaces here in another.

TABLE CXXXV

RANGE OF NUMBER OF LINES IN BODY IN RELATION A GIVEN NUMBER OF VERTICAL SPACES FROM TOP EDGE OF PAPER TO FIRST LINE OF BODY

Stenographer	Number of Spaces from Top Edge of Paper to Body							
	22	23	24	25	26	27	28	29
B								
Short	6 (1)	9-13 (4)	6 (1)	6 (2)	5-9 (12)	5-9 (16)	-	-
Medium	-	14-18 (16)	-	13 (1)	12-13 (2)	16 (1)	10 (1)	-
Long	-	-	23 (1)	-	-	-	-	-
R								
Short	8 (1)	-	-	-	7 (1)	4 (1)	3-8 (23)	3-8 (2)
Medium	-	-	14-17 (6)	-	15-16 (22)	10 (1)	9 (1)	-
Long	-	-	-	18 (1)	18-19 (4)	-	-	-

Note: The number in parentheses indicates the frequency of letters in the classification. This table should be read: In the 1 short letter typewritten by Stenographer B in which there are 22 vertical spaces from the top edge of the paper to the first line of the body, there are 6 lines in the body.

Conclusion.--There is no consistency of practice with respect to the relationship between the number of lines in the body to a given number of vertical spaces from the top edge of the paper to the first line of the body. However, for certain groups of letters such as the medium-length letters of Stenographer B having 23 vertical spaces from the top

edge of the paper to the first line of the body, the number of lines in the body ranges from 14 to 18.

Number of vertical spaces below body in relation to a given number of vertical spaces above body:

Table CXXXVI shows that in the 22 medium-length letters typewritten by Stenographer R in which there are 26 vertical spaces from the top edge of the paper to the first line of the body, the number of vertical spaces below the body ranges from 17 to 21.

TABLE CXXXVI

RANGE OF NUMBER OF VERTICAL SPACES BELOW BODY IN RELATION TO A GIVEN NUMBER OF VERTICAL SPACES ABOVE BODY

Stenographer	Number of Spaces from Top Edge of Paper to Body							
	22	23	24	25	26	27	28	29
B								
Short	29 (1)	19-24 (4)	34 (6)	30-37 (2)	25-32 (12)	24-32 (16)	-	-
Medium	-	22-26 (16)	-	23-25 (1)	23-24 (2)	19 (1)	24 (1)	-
Long	-	-	12 (1)	-	-	-	-	-
R								
Short	29 (1)	-	-	-	30 (1)	31 (1)	24-32 (23)	27-31 (2)
Medium	-	-	23 (6)	-	17-21 (22)	24 (1)	26 (1)	-
Long	-	-	-	16 (1)	11-18 (4)	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: The 1 short letter typewritten by Stenographer B in which there are 22 vertical spaces above the body has 29 vertical spaces below the body.

Conclusion.—There is no consistency of practice with respect to the relationship between the number of vertical spaces below the body of the letter to the number of vertical spaces above the body of the letter. However, for the medium-length letters typewritten by Stenographer R in which there are 26 vertical spaces from the top edge of the paper to the first line of the body, the number of spaces below the body ranges from 17 to 21.

Number of lines in body in relation to a given number of paragraphs:

Table CXXXVII shows that none of the short letters are divided into more than 3 paragraphs and that none of the medium and long letters are divided into less than 3 paragraphs. Short letters typewritten by Stenographer B containing 5 lines in the body are divided into as many as 3 paragraphs; and, short letters typewritten by Stenographer R containing 3 lines are divided into as many as 2 paragraphs. None of the letters with 17 or 18 lines are divided into fewer than 3 paragraphs.

TABLE CXXXVII

RANGE OF NUMBER OF LINES IN BODY IN RELATION TO A GIVEN NUMBER OF PARAGRAPHS

Stenographer	Number of Paragraphs						
	1	2	3	4	5	6	7
B							
Short	5-6 (5)	5-13 (28)	5-9 (3)	-	-	-	-
Medium	-	-	10-18 (19)	13 (2)	-	-	-
Long	-	-	-	-	-	-	23 (1)
R							
Short	-	3-8 (24)	7-8 (4)	-	-	-	-
Medium	-	-	9-17 (6)	17 (1)	16 (2)	-	-
Long	-	-	18 (2)	19 (2)	-	-	-

Note: The number in parentheses indicates the frequency of the letters in the classification. This table should be read: In the 5 short one-paragraph letters typewritten by Stenographer B, the number of lines in the body range from 5 to 6.

Conclusion.--It is consistent practice for short letters to be divided into no more than 3 paragraphs and for medium and long length letters to be divided into at least 3 paragraphs. In terms of number of lines in the body, however, no such consistency is evident. Letters of 3 lines are divided into 2 paragraphs and letters of 18 lines are divided into three paragraphs.

Number of vertical spaces between paragraphs:

There is 1 vertical space between paragraphs and between the last line of the body and the complimentary close in all of the letters in Group H.

Conclusion.—It is consistent practice for 1 vertical space to appear between paragraphs and between the last line of the body and the complimentary close.

Number of vertical spaces between complimentary close and reference initials:

Table CXXXVIII shows that the number of vertical spaces between the complimentary close and the reference initials ranges from 1 to 6. There is 1 vertical space here in short, as well as long, letters.

TABLE CXXXVIII

RANGE OF THE NUMBER OF VERTICAL SPACES BETWEEN COMPLIMENTARY CLOSE
AND REFERENCE INITIALS

Stenographer	Length of Letter		
	Short	Medium	Long
B	1-6	3-5	1
R	3-5	1-4	3-4

Conclusion.—There is no consistency of practice with respect to the number of vertical spaces between the complimentary close and the reference initials.

Number of vertical spaces between reference initials and enclosure notation:

Seventeen of the 100 letters in Group H bear an enclosure notation. In the 5 short letters typewritten by Stenographer B, no vertical space or 1 space appears between the reference initials and the enclosure notation; in the 1 long letter typewritten by this stenographer, there is 1 vertical space here. In the 7 short letters typewritten by Stenographer R bearing an enclosure notation, no space or 1 space appears between the reference initials and the notation; in the 3 medium-length letters typewritten by this stenographer which bear an enclosure notation there is one vertical space between the reference initials and the notation; and in the 1 long letter typewritten by Stenographer R which bears such a notation there is no vertical space between the enclosure notation and the reference initials.

Conclusion.--There is no consistency of practice with respect to the number of vertical spaces between the reference initials and the enclosure notation. No space or 1 vertical space appears here in the letters which bear such a notation.

Horizontal position of date line and closing block:

In each letter in Group H the date line and the closing block are aligned horizontally. Table CXXXIX shows that the number of horizontal spaces from the left edge of the paper to the date line and closing block ranges from 30 to 50. In the letters of Stenographer R, this number of spaces is from 47 to 49.

TABLE CXXIX

RANGE OF NUMBER OF HORIZONTAL SPACES FROM LEFT EDGE OF PAPER
TO DATE LINE AND CLOSING BLOCK

Stenographer	Length of Letter		
	Short	Medium	Long
B	30-48	39-50	47
R	47-49	47-49	47-48

Conclusion.--There is no consistency of practice with respect to the number of horizontal spaces from the left edge of the paper to the date line and the closing block. In the letters typewritten by Stenographer R, this number of spaces ranges from 47 to 49.

Horizontal position of subject notation:

Table CXL shows that the position of the subject notation is such that there are as many as 10 horizontal spaces more at the left than at the right of the notation in a short letter typewritten by Stenographer R, and that there are as many as 14 horizontal spaces more at the right than at the left of the notation in a medium-length letter typewritten by Stenographer B.

TABLE CXL
HORIZONTAL POSITION OF SUBJECT NOTATION

Stenographer	Length of Letter		
	Short	Medium	Long
B	$\overline{6}^{12}$ to 3	$\overline{9}^{10}$ to 14	(1) ⁻⁷
R	-10 to -3 (7)	(3) 3	0 to 8 (2)

Note: The number in parentheses indicates the frequency of the letters in the classification. The minus number indicates the number of horizontal spaces more at the left of the notation than at the right; the number preceded by no sign indicates the number of horizontal spaces more at the right of the notation than at the left. This table should be read: In the 12 short letters typewritten by Stenographer B which bear subject notations, the horizontal position of the notation varies from 6 spaces more at the left than at the right to 3 spaces more at the right than at the left.

Conclusion.--There is no consistency of practice with respect to the horizontal position of the subject notation. A short letter in which there are 10 spaces more at one side than at the other and a medium-length letter in which there are 14 spaces more at one side than at the other are not withheld from the mails.

Number of horizontal spaces between shortest and longest lines of inside address:

Table CXLI shows that the number of horizontal spaces between the shortest and longest lines of the inside address ranges from 7 to 15. In the letters of Stenographer R, this range is from 7 to 8.

TABLE CXLI

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST AND
LONGEST LINES OF INSIDE ADDRESS

Stenographer	Length of Letter		
	Short	Medium	Long
B	8-10	8-15	9
R	7-8	7-8	8

Conclusion.—There is no consistency of practice with respect to the number of horizontal spaces between the shortest and longest lines of the inside address. In the letters of Stenographer R, this number of spaces is 7 or 8.

Number of horizontal spaces indented for paragraphs:

Table CXLII shows that the number of horizontal spaces indented for paragraphs ranges from 4 to 17.

TABLE CXLII

RANGE OF NUMBER OF HORIZONTAL SPACES INDENTED FOR PARAGRAPHS

Stenographer	Length of Letter		
	Short	Medium	Long
B	7-15	4-12	11
R	5-13	5-17	6-14

Conclusion.---There is no consistency of practice with respect to the number of horizontal spaces indented for paragraphs.

Number of horizontal spaces between shortest and longest lines of body:

Table CXLIH shows that the number of horizontal spaces between the shortest and longest lines of the body ranges from 1 to 10. In the letters of Stenographer R, this number of spaces is less than 7.

TABLE CXLIH

RANGE OF NUMBER OF HORIZONTAL SPACES BETWEEN SHORTEST AND
LONGEST LINES OF THE BODY

Stenographer	Length of Letter		
	Short	Medium	Long
B	3-9	1-10	7
R	2-6	3-7	5

Conclusion.---As many as 10 horizontal spaces between the shortest and longest lines of a letter do not cause the letter to be withheld from the mails. In the letters of Stenographer R, there are no more than 7 spaces between the shortest and longest lines of the body.

Length of line in relation to length of letter:

The number of horizontal spaces occupied by the lines of the body ranges from 38 to 60 in the letters in Group H. In the letters of Stenographer B a longer line is used in short and medium-length letters than in the long letter. In Stenographer R's letters, however, a longer line is used for the long letters than for the short and medium-length letters.

TABLE CXLIV

RANGE OF NUMBER OF HORIZONTAL SPACES OCCUPIED BY LINES OF BODY IN RELATION
TO A GIVEN LENGTH OF LETTER

Stenographer	Length of Letter		
	Short	Medium	Long
B	38-51	40-55	50
R	50-59	50-57	60- 64

Conclusion.--There is no consistency of practice with respect to the use of a particular length of line in relation to a given length of letter.

Number of discernible erasures:

One discernible erasure appears in 1 short, 2 medium-length, and 1 long letter typewritten by Stenographer B. One discernible erasure appears in 1 short and 1 medium-length letter typewritten by Stenographer R. Two discernible erasures appear in 2 short letters typewritten by Stenographer R.

Conclusion.-- Erasures are found occasionally in the letters in Group H. A letter in which 2 discernible erasures appear, even though short in length, is not withheld from the mails.

Quality of erasures:

All of the erasures found in the letters of Stenographer B are barely noticeable. Erasures found in 2 short letters typewritten by Stenographer R are noticeable, but clean; an erasure found in a short letter typewritten by this stenographer is very noticeable, and the other erasures in the letters of Stenographer R are barely noticeable.

Conclusion.--A short letter in which a very noticeable erasure appears is not withheld from the mails.

Spelling:

No errors in spelling appear in the letters of Group H.

Conclusion.--It is consistent practice for the words in the letters of Group H to be spelled correctly.

Word division:

No incorrectly divided words at the end of a line appear in the letters of Group H.

A word divided after the second stroke or in such a way that 2 strokes are carried forward to the next line of writing appears in 4 medium-length and 1 long letter typewritten by Stenographer B and in 1 short letter typewritten by Stenographer R.

Conclusion.--It is consistent practice for words to be divided correctly at the end of a line. Letters in which words are divided after the second stroke or in such a way that 2 strokes are carried forward to the next line of writing are not withheld from the mails.

Typewriting touch:

An unevenness in print color, reflecting a slightly uneven touch, is found in 1 short letter typewritten by Stenographer B.

Conclusion.--There is no consistency of practice with respect to typewriting touch, as reflected in print color. Almost all of the letters appear to have been written with an even touch; however, a short letter which appears to have been written with a slightly uneven touch is not withheld from the mails.

Condition of type:

All of the letters in Group H appear to have been typewritten on machines having clean type.

Conclusion.--It is the consistent practice for the letters in Group H to appear to have been typewritten on machines having clean type.

Errors in grammar:

"Direct" is used for "directly" in a short letter typewritten by Stenographer B and in 3 short letters typewritten by Stenographer R.

Conclusion.--A letter in which "direct" is used for "directly" is not withheld from the mails, even though the letter is short in length.

Punctuation style:

Mixed punctuation is used throughout the letters in Group H.

Conclusion.--It is consistent practice for the mixed style of punctuation to be followed.

Abbreviations and symbols:

"Policy number" is abbreviated "policy #" each time it appears in the letters of Group H.

Conclusion.--It is consistent practice for "policy number" to be abbreviated "policy #".

Strikeovers:

A strikeover appears in 2 medium-length and 1 long letter, typewritten by Stenographer B, and in 1 short and 3 medium-length letters typewritten by Stenographer R.

Conclusion.--A letter in which a strikeover appears is not withheld from the mails.

Numbers:

Even amounts are written with the decimal and two zeros in all of the letters in which such sums appear.

Conclusion.--It is consistent practice for even amounts of money to be written with the decimal and two zeros.

Style of dash:

The dash appears as a hyphen preceded and followed by a space in fourteen letters of all lengths, typewritten by both stenographers. In 1 short letter typewritten by Stenographer B, it is written as 2 hyphens preceded by a space, but not followed by one. In a medium-length letter typewritten by Stenographer B, it is written as 2 hyphens with a space between.

Conclusion.--There is no consistency of practice with respect to the style of writing the dash. It is usually written as a hyphen preceded and followed by a space.

Subject notation:

The subject notation is introduced by "Re:" in each of the letters in which it appears.

Conclusion.--It is consistent practice for the subject notation to be introduced by "Re:".

Capitalization:

The words, "company" and "home office," when used in reference to the concern represented by the signer of these letters are capitalized.

Conclusion.—It is consistent practice for the words "home office" and "company" to be capitalized when used in reference to the concern represented by the signer of these letters.

Style of signature:

The signature appears written in pen in each of the letters in Group H.

Conclusion.—It is consistent practice for the signature to appear written in ink.

Style of reference initials:

The reference initials appear with the dictator's initials in upper case followed by a colon and the stenographer's initials in lower case.

Conclusion.—It is consistent practice for the reference initials to be written with the dictator's initials in upper case, followed by a colon and the stenographer's initials in lower case.

Style of enclosure notation:

The enclosure notation is written as "Enc-" each time it appears in the letters in Group H.

Conclusion.—It is consistent practice for the enclosure notation to be written "Enc-".

Table CLXV gives a summary of the conclusions for each possible factor involved in mailability considered for Group H. It should be remembered that, as defined in Chapter I, a consistency of practice is the 100 per cent uniformity with respect to position, style, relationships, or other aspects of the possible factor throughout a group of letters. Where a consistency of practice is not found throughout a group of correspondence, but is found within the output of each stenographer; within the letters of a particular length; within a large number of letters; or where the inconsistency is within a narrow range, it is noted as a tendency.

TABLE CLXV

SUMMARY OF CONCLUSIONS WITH RESPECT TO CONSISTENCY OF PRACTICE
FOR THE POSSIBLE FACTORS CONSIDERED FOR GROUP H

Possible Factor	Consistency	No Con- sistency	Tendency
Vertical Placement			
No. of spaces from top edge of paper to "City, State" line		x	10-14
No. of spaces between "City, State" line and date line		x	None or 1
No. of spaces from top edge to date line		x	11-15
No. of spaces from date line to inside address		x	
No. of spaces from top edge of paper to inside address		x	18-20, medium-length

TABLE CLXV (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
No. of spaces occupied by inside address		x	2 in Stenographer R's letters
No. of spaces between in- side address and salutation		x	
No. of spaces from top edge of paper to subject notation		x	
No. of spaces occupied by subject notation		x	1 or 2
No. of spaces between sub- ject notation and body	x (1)		
No. of spaces from top edge of paper to body		x	
No. of lines in relation in relation to no. of spaces from top edge to body		x	Consistent for certain groups
No. of spaces below in relation to no. of spaces above		x	For certain groups
No. of lines in relation to no. of paragraphs		x	Short no more than 3 paragraphs; long no less than 3 paragraphs
No. of spaces between paragraphs	x (1)		
No. of spaces between complimentary close and reference initials		x	
No. of spaces between reference initials and enclosure notation		x	

TABLE CLXV (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Horizontal Placement			
Position of date line and closing block		x	47-49 in letters of Stenographer R
Position of subject notation		x	
No. of spaces between shortest and longest lines of inside address		x	7-8 for Stenographer R
No. of spaces indented for paragraphs		x	
No. of spaces between shortest and longest lines of body		x	No more than 7 for Stenographer R
Length of line in relation to length of letter		x	
Absence of erasures		x	
Neatness of erasures		x	
Correctness of spelling	x		
Correctness of word division	x		
Evenness of typewriting touch		x	Even
Cleanliness of type	x		
Correctness of grammar		x	Error rare
Punctuation style	x (mixed)		
Abbreviations			
Policy number	x (policy #)		

TABLE CLXV (Continued)

Possible Factor	Consistency	No Con- sistency	Tendency
Accuracy of typewriting		x	Strikeovers
Numbers			
Even sums of money	x (with decimal and two zeros)		
Style of dash		x	Hyphen, preceded and followed by space
Style of subject notation	x ("Re:")		
Capitalization			
Home office	x		
Company	x		
Style of signature	x (penwritten)		
Style of reference initials	x (dictator's initials in upper case, fol- lowed by colon, and stenographer's initials in lower case)		
Style of enclosure notation	x ("Enc-")		

The foregoing summary indicates that there is consistency of practice with respect to the a number of possible factors. These, then, are the factors which constitute the standard of mailability for Group H.

The standard of mailability for the correspondence of Group H consists of the following factors:

1. There is 1 vertical space between the subject notation and the first line of the body.
2. There is 1 vertical space between paragraphs and between the body of the letter and the complimentary close.
3. Words are spelled correctly.
4. Words are correctly divided at the end of a line.
5. The letters are typewritten on machines having clean type.
6. The mixed style of punctuation is followed.
7. The words "policy number" are abbreviated "policy #".
8. Even sums of money are written with the decimal and two zeros.
9. The subject notation is introduced by "Re:".
10. The words, "home office" and "company," are capitalized when referring to the organization represented by the signer.
11. The signature is written in pen only.
12. The reference initials are written with the dictator's initials in upper case, followed by a colon, and the stenographer's initials in lower case.
13. The enclosure notation is written as "Enc-".

CHAPTER XI

SUMMARY AND CONCLUSIONS

No standards of mailability which reveal actual business practice were found to have been established.

As defined in Chapter I, the factors which constitute mailability are only those for which consistency of practice is found throughout a group of correspondence. Of the many possible factors involved in mailability, relatively few are found to be factors which constitute mailability, and only three factors are common to all groups. These factors are

1. The number of vertical spaces between paragraphs (1).
2. The style of the signature (different among groups).
3. The style of the reference initials (different among groups).

There are more factors involved in the standard of mailability of the letters in Group A than in any other group. The standard of mailability for this Group requires certain consistencies of practice with respect to vertical and horizontal placement; condition of type, punctuation style; abbreviations; style of writing numbers and symbols; capitalization; style of underline; style of writing the "Personal & Confidential" line; style of salutation, subject notation, signature, title, reference initials, enclosure notation, and second-page heading.

The standard of mailability for the letters in Group B requires certain consistencies of practice with respect to horizontal and vertical placement; correctness of spelling; punctuation style; ab-

breviations; style of numbers and symbols; capitalization; style of salutation; style of signature, title, and reference initials.

The standard of mailability for the letters in Group C requires certain consistencies of practice with respect to vertical placement; condition of type; abbreviations; style of writing dash; capitalization; style of salutation, signature, title, and reference initials.

The standard of mailability for the letters in Group D requires certain consistencies of practice with respect to vertical placement; punctuation style; abbreviations; numbers and symbols; style of writing dash; style of signature, reference initials, and enclosure notation.

The standard of mailability for the letters in Group D requires certain consistencies of practice with respect to vertical placement; punctuation style; abbreviations; numbers and symbols; style of writing dash; style of singature, reference initials, and enclosure notation. (It should be remembered that the letters in Group D were written on intra-company correspondence stationery, and therefore fewer possible factors were analyzed than in groups written on letterhead stationery.)

The standard of mailability for the letters in Group E requires consistency of practice with respect to certain factors in vertical placement; punctuation style; numbers and symbols; style of writing dash; style of salutation, subject notation, signature, and reference initials.

The standard of mailability for the letters in Group F requires consistency of practice with respect to certain factors in vertical

placement; punctuation style; numbers and symbols; style of salutation; style of subject notation, signature, and reference initials.

The standard of mailability for the letters in Group G (also written on intra-company correspondence stationery) requires consistencies of practice with respect to certain factors in vertical placement; correctness of spelling; typewriting touch; condition of type; correctness of grammar; punctuation style; numbers and symbols; capitalization; style of underline; subject notation, and reference initials.

The standard of mailability for the letters in Group H requires consistency of practice with respect to certain factors in vertical placement; correctness of spelling; punctuation style; abbreviations; numbers and symbols; style of writing dash; capitalization; style of salutation, subject notation, signature, reference initials, and enclosure notation.

The inconsistencies observed with respect to most of the possible factors may be due to a variety of situations such as pressure of time and caliber of available personnel.

Consistencies were found, in a number of instances, within the letters written by a particular stenographer and not within the entire group of letters. The length of the letter seems to have no relationship to the inconsistencies found. This would indicate that the stenographer herself may set the standard of mailability for the letters leaving a particular office.

It is recommended, therefore, that

1. in the absence of known standards of mailability which reveal business practice, studies be made of the correspondence of other firms and industries.
2. teachers and textbooks take cognizance of the flexibility in business practice and the extent to which the stenographer herself may set the standard of mailability for a concern.
3. teachers develop in their students an awareness that the stenographer may set the standard of mailability for the correspondence leaving her office.

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APPENDIX

LETTER ANALYSIS FORM

I. General

- | | |
|-------------------------------|---|
| A. Sending Office | H. Size of Type: (1) Elite
(2) Pica (3) 10-Pitch
Elite (4) Other |
| B. Receiver Position | |
| C. Signer | I. Size of Paper: 11 x 8½ |
| D. Position of Signer | J. Length of Letter |
| E. Secretary's Identification | K. Spacing: (1) Single (2)
Double (3) Other |
| F. Date | |
| G. Number of Pages | L. Stationery: (1) Letterhead
(2) Intra-company (3) Plain
Sheet (4) Other |

II. Placement

A. Vertical

1. Letterhead
Spaces from top edge of paper to last line
2. Date Line
a. Spaces from top edge of paper to line
b. Spaces between date line and next line of
type
3. Subject Line _____ File Number Line _____ Other _____
a. Spaces from top edge of paper to line
b. Number of lines
c. Spaces between last line and next line of
type
4. Inside Address _____ Other _____
a. Spaces from top edge of paper to first line
b. Number of lines
c. Spaces between last line and next line of
type
5. Attention Line _____ Other _____
a. Spaces from top edge of paper to first line
b. Number of lines
c. Spaces between last line and next line of
type
6. Salutation _____ Other _____
a. Spaces from top edge of paper to line
b. Number of lines
c. Spaces between last line and next line of
type
7. Subject Line _____ Other _____
a. Spaces from top edge of paper
b. Number of Lines
c. Spaces between last line and next line of
type
8. Body of Letter
a. Spaces between top edge of paper and first
line of type

- b. No. of lines in body
 - c. No. of Paragraphs
 - d. No. of lines in each paragraph _____
 - e. Spaces between paragraphs
 - f. Spaces between last line and next line of type
 - g. Spaces between last line and bottom edge of paper
9. Complimentary Close _____ Other _____
- a. Spaces between line and next line of type
 - b. Spaces from line to bottom edge of paper
10. Firm Name _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces from line to bottom edge of paper
11. Typewritten Signature _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces from line to bottom edge of paper
12. Title _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces from line to bottom edge of paper
13. Firm Name _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces from line to bottom edge of paper
14. Reference Initials _____ Other _____
- a. No. of Lines
 - b. Spaces between line and next line of type
 - c. Spaces to bottom edge of paper
15. Enclosure _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces from line to bottom edge of paper
16. Postscript _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces between last line and bottom edge of paper
17. Carbon Copy Notation _____ Other _____
- a. No. of lines
 - b. Spaces between line and next line of type
 - c. Spaces between line and bottom _____
top _____ edge of paper
18. Other
- a.
 - b.
 - c.
19. Two-page letters or more
- a. Spaces from top edge of paper to first line of head _____
 - b. No. of lines in heading 2) _____ 3) _____
4) _____ 5) _____

- c. Spaces from last line of heading to first line of type 2)____ 3)____ 4)____
- d. No. of lines in first paragraph 2)____ 3)____ 4)____ 5)____
- e. No. of paragraphs on page 2)____ 3)____ 4)____ 5)____
- f. No. of lines in each paragraph
 - 2)_____
 - 3)_____
 - 4)_____
 - 5)_____
- g. No. of lines in last paragraph on first page
- h. No. of spaces from last line on first page to bottom edge of paper

B. Horizontal

- 1. Letterhead
 - a. Strokes from left edge of paper to left edge of letterhead
 - b. Strokes from right edge of letterhead to right edge of paper
- 2. Date Line
 - a. Strokes from left edge of paper to line
 - b. Strokes from line to right edge of paper
- 3. Subject Line_____ Other_____
 - a. Strokes from left edge of paper to line
 - b. Strokes from right edge of line to right edge of paper
- 4. Left Margin
 - Strokes from left edge of paper to point of writing
- 5. Right Margin
 - a. Strokes from longest line to right edge of paper
 - b. Strokes from shortest line to right edge of paper
 - (Exclusive of last line of paragraph)
 - c. Average stroke line
- 6. Inside Address
 - a. Strokes in Longest line
 - b. Strokes in shortest line
- 7. Attention Line_____ Other_____
 - a. Strokes from left edge of paper to line
 - b. Strokes from line to right edge of paper
- 8. Salutation
 - Even with left margin_____ Other_____
- 9. Subject Line_____ Other_____
 - a. Strokes from left edge of paper to line
 - b. Strokes from line to right edge of paper
- 10. Complimentary close_____ Other_____
 - a. Strokes from left edge of paper to line
 - b. Strokes from line to right edge of paper

11. Firm Name _____ Other _____
 a. Strokes from left edge of paper to line
 b. Strokes from line to right edge of paper
12. Typewritten Signature _____ Other _____
 a. Strokes from left edge of paper to line
 b. Strokes from line to right edge of paper
13. Title _____ Other _____
 a. Strokes from left edge of paper to line
 b. Strokes from line to right edge of paper
14. Firm Name _____ Other _____
 a. Strokes from left edge of paper to line
 b. Strokes from line to right edge of paper
15. Other _____
 a. Strokes from left edge of paper to line
 b. Strokes from line to right edge of paper

C. Style

- | | |
|-------------------------|---------------------------------------|
| 1. Block _____ | 4. Indented _____ No. of Spaces _____ |
| 2. Semiblock _____ | 5. Hanging _____ No. of Spaces _____ |
| 3. Modified Block _____ | 6. Other _____ |

D. Errors and Inconsistencies

1. No. of spaces indented or overhanging for paragraphs
2. Spaces between paragraphs

III. Erasures

- A. Number
- B. Quality (insert number)
 1. Barely noticeable
 2. Noticeable, but clean
 3. Very noticeable (damage to paper)
 4. Smudged

IV. Spelling

- A. Errors

1.	3.	5.
2.	4.	6.
- B. Inconsistencies (2 or more correct forms of same word in one letter)

1.	2.	3.
----	----	----
- C. Syllabication

1.	2.	3.
----	----	----
- D. Compound Words

1.	2.	3.
----	----	----

V. Typewriting

- A. Type
 1. Touch
 - a. Even
 - b. Slightly uneven
 - c. Very uneven
 2. Condition
 - a. Clean
 - b. Slightly clogged
 - c. Dirty

B. Alignment

1. Faulty Shifting
2. Dropped or raised letters (other than upper case)
3. Lack of uniformity in spacing between lines

C. Typographical

1. Omission of letters or words
2. Strokeovers
3. Transpositions
4. Spacing
 - a. Omission
 - b. Addition
 - c. Irregularities
5. Insertion of letters
6. Repetitions
 - a. Letters
 - b. Words
 - c. Signs
7. Mechanical
 - a. Defective ribbon
 - b. Defective type
 - c. Other

VI. Grammar

- A. Disagreement between subject and predicate
- B. Incomplete Sentences
- C. Dangling Participial Phrases
- D. Incorrect use of "a"
- E. Disagreement between pronoun and antecedent
- F. Other

VII. Punctuation

A. Style

1. Open
2. Close
3. Mixed
4. Other (show)
 - a. Date Line: Month ____ Day ____ Year ____
 - b. Subject Line
 - c. Inside Address: Name ____ Title ____
 Title ____
 Firm ____
 Street ____
 City ____ State ____
 State ____
 - d. Attention line Other () ____
 - e. Salutation
 - f. Subject line
 - g. Complimentary close
 - h. Firm Name
 - i. Signature
 - j. Title
 - k. Reference Initials
 - l. Enclosure
 - m. Postscript
 - n. Carbon Copy Notation
 - o. Other

B. Errors and Inconsistencies

- | | |
|----------------------|------------------|
| 1. Comma | 7. Colon |
| 2. Apostrophe | 8. Semicolon |
| 3. Quotation Marks | 9. Question Mark |
| 4. Period | 10. Dash |
| 5. Exclamation Point | 11. Hyphen |
| 6. Parenthesis | 12. Other |

VIII. Abbreviations and Symbols

A. Style

- | | | |
|----|----|----|
| 1. | 3. | 5. |
| 2. | 4. | 6. |

B. Errors and Inconsistencies

- | | | |
|----|----|----|
| 1. | 3. | 5. |
| 2. | 4. | 6. |

IX. Numbers

A. Style

B. Errors and Inconsistencies

1. Amounts of Money
 - a. Even amounts
 - b. Dollars and cents
2. Time of day
3. Dates
 - a. Date Line
 - (1) Written out
 - (2) Abbreviated
 - b. In body of letter
4. Spelled out numbers (size)
5. Numbers written as figures (size)
6. Terms of payment
7. Ages
8. Dimensions and weights
9. Percentages
10. Other

X. Other

A. Dash

1. Style
2. Inconsistencies

B. Underscoring

- | | | |
|--------------------|------------|-----------|
| 1. (a) Block | (b) Broken | (c) Other |
| 2. Inconsistencies | | |

C. Capitalization

1. Style
2. Inconsistencies and Errors

D. Second Page headings

1. Style
2. Inconsistencies

E. Attention Line

Style

F. Salutation

1. Style
2. Inconsistencies

- G. Subject Line
Style: (1) Subject: (2) In Re: (3) Re: (4) Other
- H. Inside Address
1. Name Title
2. Title Firm
3. Firm
4. Street
5. City State
6. City
7. State
- I. Firm Name
Style: (1) Upper Case (2) Upper and lower case (3) Other
- J. Signature
Style: (1) Penwritten (2) Pen and typewritten (3) Other
- K. Title
Style: (1) Upper Case (2) Upper and lower case (3) Other
- L. Firm Name
Style: Body Outside of body
 Upper Case
 Upper and Lower Case
 Other
- M. Reference Initials
Style: (1) Up:Low Up:Up Other
- N. Enclosure
1. Style: (a) Abbreviated (b) Written out (c) Other
- O. Postscript
Style: (1) Abbreviated (2) Written out (3) Other
- F. Carbon Copy Notation
Style
- Q. Other